

Frequently Asked Questions on FASTag – Version 1

INDIAN HIGHWAYS MANAGEMENT COMPANY LTD.





Sections

1. General	2
2. Availability	4
3. NHAI FASTag	6
4. Recharge Options	7
5. Operations.....	9
6. Discounts/Passes/Exemption	14
7. FASTag De-activation	19
8. Grievance Redressal	20
9. My FASTag App.....	21

1. General

1.1. What is a FASTag?

FASTag is a device that employs Radio Frequency Identification (RFID) technology for making toll payments directly while the vehicle is in motion. FASTag (RFID Tag) is affixed on the windscreen of the vehicle and enables a customer to make the toll payments directly from the account which is linked to FASTag. FASTag is operational at over 750 toll plazas, including all NH toll plazas and over 100 SH toll plazas in India.

1.2. What are the benefits of FASTag

- A. For Road Users
- Near non-stop motion through toll plazas
 - Convenience for cashless payment of toll fee
 - Less traffic congestion and reduced commute times
 - Toll statements which can be mailed or made available online
 - Near non-stop motion through toll plazas
 - Convenience for cashless payment of toll fee
 - Less traffic congestion and reduced commute times
- B. For Toll Operator
- Lower operating costs
 - Better audit control through centralized user accounts
 - Improved capacity without being required to build more infrastructure
- C. For Government
- Savings on fuel and reduction of emissions from idling and repeated stops at toll plazas.
 - Improves transparency of toll transactions

1.3. Is FASTag mandatory for all vehicles in India ?

Yes. As per amendments in the CMVR 1989 by the Ministry of Road Transport & Highways, FASTag is mandatory for all class M & N vehicles (four wheelers and above, carrying goods and/or passengers) w.e.f. 1st January 2021.

1.4. Is FASTag mandatory for new motor vehicle insurance?

Yes. As per amendments in the CMVR 1989 by the Ministry of Road Transport & Highways, FASTag shall be made mandatory while getting a new 3rd party insurance w.e.f. 1 April 2021.

1.5. Who is implementing FASTag program?

FASTag is a flagship programme of the Ministry of Road Transport and Highways & NHAI. Indian Highways Management Company Limited (IHMCL), a company promoted by NHAI has been mandated to implement FASTag programme in India.

National Payments Corporation of India has been engaged to provide Clearing & Settlement House (CCH) services for this FASTag Programme. Currently 26 banks have been certified by IHMCL for issuance of FASTag in India and 12 banks have been certified to carry out acquiring services at toll plazas.

1.6. What is the meaning of tag getting blacklisted? What can be done to avoid the Blacklist of tag?

A blacklisted tag means the tag which has been blocked by the issuer bank and cannot be used to pay toll at a toll plaza. There are various reason of blacklisting of tag, i.e. Tag is not having sufficient balance in FASTag account. In such cases Customer should call his bank toll free call center numbers and get the reason of blacklist. To avoid Blacklisting of tag, customer should recharge his tag when he gets the alert of low balance from his bank.

Also, FASTag may get blacklisted in case of any violation such as vehicle – tag class mismatch, non-affixation on the windscreen and carrying in hand, etc.

1.7. What is the validity of FASTag?

The physical tag has a validity of 5 years and after purchasing, you only need to recharge/ top up the tag as per your usage.

1.8. Why are the toll rates different for different vehicle categories?

The categorization is primarily based on the size and load they carry and type of use (commercial/personal) of a vehicle.

2. Availability

2.1. Where can I buy FASTag?

FASTag can be purchased from Offline as well as Online mode:

Offline: Point-of-sale (POS) set up at following locations

- All NH toll plazas
- Over 40,000 Point-of-Sale locations set up by 26 member banks
- Selected bank branches of 26 certified banks
- RTOs
- Transport hubs

Online: FASTag can be bought online also as below;

- For NHAI FASTag - Visit Flipkart App or other E-commerce websites
- For all other bank issued FASTag – FASTag can be purchased from respective bank portals. Some of the leading banks are:
 - Paytm Payments Bank (via Paytm App)
 - ICICI bank (iMobile App)
 - Axis Bank
 - HDFC bank
 - IDFC First Bank
 - Airtel Payments Bank (via Airtel App)
 - Others

In digital issuance mode, FASTag can be availed from all bank branches of leading private sector banks such as ICICI bank, HDFC bank, Axis bank, etc.

2.2. What documents are required to purchase a FASTag?

Please note that FASTag wallet creation is governed by RBI regulations on Pre-paid instruments.

The standard documents required to be submitted by **an individual** for applying for a FASTag are as below:

A. FASTag with minimum KYC details –

- Copy of Vehicle Registration Certificate (RC) for the applied vehicle
- Mobile number verified with a One Time Pin (OTP)
- Self-declaration of name and unique identification number of either any of the 'Officially Valid Document (OVD)'

Please note - In case of FASTag with Minimum KYC details – The amount loaded in FASTag wallet during any month shall not exceed Rs.10,000/- and the total amount loaded during the financial year shall not exceed Rs.1,00,000/-.

B. FASTag with Full KYC details -

- Copy of Vehicle Registration Certificate (RC) for the applied vehicle
- Mobile number verified with a One Time Pin (OTP)
- Copy of valid Address Proof (Any of the accepted OVDs such as DL, Aadhaar card, Voter ID Card, Passport, etc.)

- Copy of valid ID Proof or PAN card
- A passport size photo (colored/black & white)

Please note - In case of FASTag with Full KYC details - the balance limit of wallet linked to their vehicle or vehicles shall be increased up to Rs 1 Lakh at any point of time

Important note

Requirement for KYC documentation are required in compliance to RBI guidelines/directions.

As per RBI guidelines, **Officially Valid Documents (OVDs)** for KYC purpose include:

- Passport
- Driving Licence
- Voters' ID card
- PAN card
- Aadhaar letter issued by UIDAI and
- Job Card issued by NREGA signed by a State Government official.

For further details, one may reach out to any of the issuer banks or refer RBI guidelines.

FASTag can also be linked to saving bank account, and in such case only a copy of vehicle RC copy shall suffice, and no KYC document shall be required.

For corporate entity, the documents are collected in line with RBI guidelines as well.

2.3. What are the charges for FASTag?

Government has regulated the FASTag maximum price (tag cost) at maximum Rs. 100 incl. GST. In addition to that a security deposit of Rs. 200 and first recharge amount of Rs. 200 are usually charged by banks depending on the vehicle class. It is advisable to maintain sufficient balance in FASTag wallet to avoid hassle at toll plazas.

3. NHAi FASTag

3.1. What is NHAi FASTag?

NHAi FASTag is a bank-neutral variant of FASTag, i.e. no bank is linked to the FASTag at the time of purchase by a customer from a designated Point-of-Sale such as toll plaza, petrol pump, Online etc. The customer has the flexibility to choose to link the FASTag with any of his/her existing bank account through My FASTag App as per his/her convenience. While linking the tag with existing bank account, a customer needs to keep a threshold limit/lien marking for processing debit adjustment from the bank account (threshold amount may vary from bank to bank).

3.2. How to buy NHAi FASTag?

In order to buy FASTag, customer has to visit any of the Point of Sale (PoS) locations at Toll Plazas / PoS outlets of the NETC Member Banks/their distribution agents/ their Sales offices. Alternatively, you can also apply online at the respective issuer bank's website or at www.nhai.gov.in

3.3. How to activate or link your NHAi FASTag with Bank account or NHAi wallet?

The **activation process** is simple as all one need to do is download My FASTag App (available on both Android & iOS platforms) and enter the vehicle details into the My FASTag App and follow the steps as mentioned in the App. Step by step process of activation/linking of NHAi FASTag is also available in form of an instructional video in the App.

3.4. How to check your FASTag balance?

Users who have registered their mobile number with NHAi Prepaid Wallet can know the balance by giving a missed call at +91-8884333331. The number is toll free and the facility is available round the clock.

4. Recharge Options

4.1. How to recharge a FASTag?

FASTag recharge can be done both by paying cash or online.

- a) Recharge of **bank issued FASTag** (i.e. FASTag purchased from a bank)
- Any FASTag issued by bank can be recharged by visiting **respective bank web-portal**. On submitting user credentials, a wallet associated with FASTag can be recharged via net banking, UPI and debit/credit card.
 - FASTag issued by banks can also be recharged **via UPI on My FASTag App** (available on Android Play Store, iOS version coming soon)
 - Customer may also call respective bank's customer care number for assistance/information on recharge
- b) Recharge of **NHAI FASTag** (i.e. bank neutral FASTag)
- The NHAI FASTag which are linked to NHAI prepaid wallet can be recharged via UPI on My FASTag App through net banking, UPI and debit/credit card.
 - Those NHAI FASTag which are linked to a bank account via My FASTag App are automatically topped up once the balance goes down below minimum threshold amount. The amount of auto-top can be chosen by customer by providing standing instruction while linking the tag with bank account.

4.2. Can I recharge FASTag by paying cash?

Yes, FASTag can also be recharged via Bharat Bill Payment System (BBPS) at POS located at all toll plazas.

4.3. What is the process of recharging FASTag using UPI?

The customers have to follow the below steps:

- i. Login to BHIM UPI App.
- ii. Select Send Option.
- iii. Enter NETC FASTag UPI ID which will be "**netc.vehiclenumber@bankupihandle**"
- iv. Click Verify UPI ID.
- v. Enter the desired recharge amount.
- vi. Enter the pin to authenticate the transaction.
- vii. Customers will receive an SMS confirming them of the credit to their FASTag wallet.

Recharge option is available on 100+ UPI enabled apps like Paytm, Google pay, Phone pe, etc.

4.4. What is my UPI ID for reloading of FASTag?

UPI ID of FASTag is NETC.VehicleRegistrationNumber@Customer bank. For e.g. Vehicle Registration number is MH04BB1234 and issuer bank is ICICI Bank then UPI ID will be netc. MH04BB1234@ICICBank. Customer should get the UPI ID validated with his bank before recharging FASTag through UPI.

The list of UPI handle of various bank are as below –

Sr. No.	Bank Name	Bank UPI Handle
1	Airtel Payment Bank	@mairtel
2	Axis Bank	@axisbank
3	Bank Of Baroda	@barodampay
4	City Union Bank	@cub
5	Equitas Small Finance Bank	@equitas
6	Federal Bank	@fbl
7	HDFC Bank	@hdfcbank
8	ICICI Bank	@icici
9	IDFC First Bank	@Idfcnetc
10	Indusind Bank	@Indus
11	KVB Bank	@Kvb
12	Kotak Mahindra Bank	@Kotak
13	Paytm Bank	@paytm
14	Punjab National Bank	@pnb
15	South Indian Bank	@sib
16	State Bank of India	@sbi

4.5. **Is there any minimum value for a recharge/top up?**

Recharge/top up amount can be as low as Re. 1 for any existing FASTag wallet. However, the First Recharge Amount at the time of purchase of FASTag is normally Rs. 200(**excluding security amount**), which varies as per pricing policies of different banks.

4.6. **What if I have recharged the FASTag but Money is not credited in my FASTag Account?**

If Customer has recharge the Tag and amount debited this account but not credited to his FASTag account Customer should call on his bank Call center and raise the request for reversal.

5. Operations

5.1. How and where do I finally pay the toll?

The tag is detected by the RFID readers installed at the toll lanes. A transaction file is created which is sent by the ETC System Integrator to the acquirer bank of the toll plazas. Acquirer bank then passes this transaction to the respective issuer bank through the CCH service provider (NPCI). And the appropriate toll amount is deducted from the FASTag account of the customer and subsequently passed on to the concessionaire/toll operator account.

5.2. Which all Toll Plaza are ready for FASTag?

Around 720+ toll plazas are live on FASTag now. List of toll plaza is available on IHMCL or NHA website. You can also check for the list [here](#).

5.3. Do I need to use any specific lane at the toll plaza for FASTag?

Only vehicles fitted with FASTag are allowed to enter FASTag lanes of NH toll plazas. MoRTH has already directed to convert all lanes in each direction as FASTag lane. A vehicle without valid FASTag entering FASTag lane will be charged double the applicable toll amount in cash.

5.4. How would I know that the correct user fee has been deducted from my FASTag account?

Customers will receive an SMS alert on their registered phone number each time an amount is deducted from their FASTag wallet. Fee payable on each NH toll plaza is displayed at every toll plaza and can also be viewed online on website www.nhtis.org or Sukhad Yatra Mobile App.

5.5. How would I report an incorrect deduction and how will I get back the same?

You can report an incorrect deduction by calling our call centre. For all toll transactions, the toll plaza system sends a request to Bank for debiting the toll amount that is due from you. In the rare scenario of Toll Plaza system sending an incorrect amount, Bank would raise a Chargeback on behalf of you to recover the money that has been collected in excess by Toll Plaza. This Chargeback process normally takes up to 20-30 working days. All incorrect deductions, if proven so, are reverted back post representing the case with Toll Plaza.

5.6. How would I cross toll plaza, if ETC equipment are not working?

In case ETC equipment are not working and you have a valid and functional **FASTag** with sufficient balance in it then you will be permitted to pass the toll plaza free of cost. Additionally, please call our customer care and also report the issue with the concessionaire.

5.7. In case of harassment/ misconduct/ discourteous/ rude behavior of toll collection staff, what should we do?

In case of such a scenario, a complaint is to be lodged with respective Project Directors at the toll plaza. Further, the incident may be reported at etc.nodal@ihmcl.com or call on toll free number 1033.

5.8. Can one vehicle use more than one FASTag?

Normally one vehicle is assigned with one FASTag issued by a bank. However, under circumstances, if the vehicle user is not satisfied with the service of a bank, they can get new FASTag assigned provided that the earlier tag has not been blacklisted by the bank due to various issues such as non-payment of toll, etc.

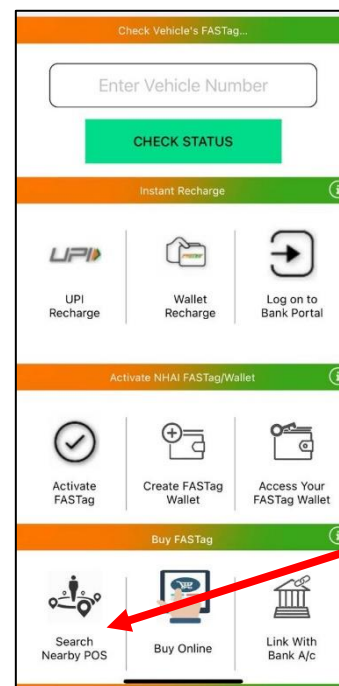
5.9. Can a FASTag bought for my one vehicle be used for another vehicle?

No, as per guidelines FASTag is issued to each vehicle based on RC copy of the vehicle. If there is mismatch, the ETC system at the toll plaza will detect the class mismatch and the FASTag is liable to be ‘blacklisted’ by the issuer bank and no new FASTag can be issued further against that vehicle number. FASTag users are advised to desist from such practice.

5.10. How do I search for the nearest FASTag point-of-sale (POS)?

One can search for nearest Point-of-Sale by following ways:

- a) **Downloading My FASTag App** (Refer - Figure 1)
 - i. Click “*Search Nearby POS*”
 - ii. Search option available – State, City and Bank OR by PIN code
- b) **Visit ihmcl.co.in website**
 - i. Go to ‘FASTag’ Users Tab → Nearby POS Location
 - ii. Search option available - Search option available – State, City and Bank OR PIN code
- c) **Call 1033 Helpline number**



- d) One can also get to know nearest **point-of sale location for bank issued FASTag** by Calling Toll -Free number of certified issuer banks as below:

Sr No.	Issuing Bank	Customer Care Helpline No
1	Airtel Payments Bank	400/8800-688-006
2	Allahabad Bank	1800-258-6680
3	AU Small Finance Bank	1800-258-7300

Sr No.	Issuing Bank	Customer Care Helpline No
4	Axis Bank Ltd	1860-419-8585
5	Bank of Baroda	1800-103-4568
6	Canara Bank	1800-103-3568
7	City Union Bank Ltd	1800-258-7200
8	Equitas Small Finance Bank	1800-103-1222
9	Federal Bank	1800-266-9520
10	FINO Payments Bank	022-6868-1414
11	HDFC Bank	1800-120-1243
12	ICICI Bank	1800-210-0104
13	IDBI Bank	1800-266-1962
14	IDFC First Bank	1800-266-9970
15	IndusInd Bank	1860-210-8887
16	Karur Vysya Bank	1800-102-1916
17	Kotak Mahindra Bank	18-602-666-888
18	Nagpur Nagarik Sahakari Bank	1800-266-7183
19	PAYTM Bank	1800-120-4210
20	Punjab National Bank	1800-419-6610
21	Saraswat Bank	1800-229-999/1800-266-5555
22	South Indian Bank	1800-425-1809
23	State Bank of India	1800-110-018
24	Syndicate Bank	1800-3011-3333
25	Union Bank of India	1800-258-6400
26	YES BANK	1800-3000-1113

5.11. I have a FASTag and also balance in my linked account, but I could not go through ETC lane. How do I get my FASTag checked/ rectified to see whether it is active or not?

One may download My FASTag App – and check the real-time balance in the FASTag wallet assigned with the vehicle number.

Similar to the “You are Safe” feature in Aarogya Setu App, a new feature to show the Tag Balance status has been introduced on My FASTag App. This new feature shall show the real-time FASTag wallet balance in form of colour code –

- Green for Active tag with sufficient balance
- Orange for tags with low balance and
- Red for blacklisted tags.

This feature shall help FASTag user with sufficient FASTag wallet balance to pass through a toll lane by showing the tag status of the assigned vehicle, in case the tag status has not been updated in the toll plaza server due to various reasons.

5.12. Can FASTag be used at places other than National highways?

FASTag system provides a unified and interoperable Electronic Toll Collection (ETC) solution. Currently, FASTag is operational at over 110 state toll plazas across India.

With a view to enhance the coverage of NETC programme and offer seamless services to consumers across the country, a Scheme Guidelines for inclusion of State/City Toll Plazas under NETC Programme (FASTag) was unveiled by the Hon'ble Minister MoRTH in January 2019. The Scheme provides financial assistance to state governments as below:

- 50% of the CAPEX cost of ETC infrastructure installation subject up maximum Rs. 20 lakhs per toll plaza
- ETC programme management fees @ 1.1% of transaction value (charges to issuer banks and Clearing & Settlement charges)

A pilot on parking payment via FASTag has also been carried out at Hyderabad International airport.

It is also envisaged to extend the usage of FASTag to other vehicular payments such as fuel payment, e-challan and various other payments at wayside amenities.

5.13. How I will know whether FASTag is accepted at a particular toll plaza?

FASTag is accepted at 720+ toll plazas on National & State Highways across the country. FASTag enabled toll plaza are having hoarding before 500 meters of the plaza and the lane at the plaza are having FASTag signage and boards which is easily visible from the distance. Customers also can ask the toll booth person for paying through FASTag. You can also get a list of toll plazas on FASTag at [Toll Plaza.pdf](#)

5.14. Can the tags purchased earlier be used?

Yes, FASTag purchased earlier shall also work as long as it has got sufficient balance and it is not tampered.

5.15. What if the FASTag gets damaged?

In case the FASTag gets damaged, you as a vehicle owner / user should approach your Tag issuing bank and request them for a replacement.

5.16. I have forgotten my Tag details. How to retrieve information?

- a) For **bank issued FASTag** (i.e., FASTag purchased from a bank)
A customer may call concerned bank's Toll-free number written on the back side of the tag. Customer has to mention his or her user credentials (mobile number against which the tag has been registered, Vehicle Registration Number (VRN) etc). On successful verification of user credentials, requisite information shall be provided.

Toll-free number of all banks are provided above in this document.

b) For **NHAI FASTag** (i.e. bank neutral FASTag)

A customer may call 1033 Helpline number for any assistance.

5.17. What if I relocate to another City?

FASTag shall work on all NH toll plazas and selective SH toll plazas across the country. FASTag users can travel seamlessly from one state to another state without any change in FASTag.

6. Discounts/Passes/Exemption

6.1. Can I avail discounts/passes/exemption etc. on FASTag ?

All discounts passes - local passes or monthly passes, exemption from Toll fees (for specific categories of vehicles) , return fare discount, etc. can be configured in the FASTag. As per Govt. rules all discounts on toll fee are applicable .

6.2. Can I avail a monthly pass?

Monthly pass for a toll plaza will be issued at that particular toll plaza or the POS locations set by the Acquirer Bank of the toll plaza. If you are registered tag holder, you need to visit the toll plaza or the Acquirer Bank POS locations and request for the particular pass scheme. National Payment Corporation of India (NPCI) with the help of NHAI and banks have implemented the issuance of monthly pass on FASTag through an easy online option. Existing FASTag users can avail this facility by following the below steps:

1. Open IHMCL portal www.ihmcl.co.in and Click on “Buy monthly FASTag Pass” link.
2. Select the toll plaza name and enter the captcha.
3. Then you will get redirected to the acquiring bank page where you can enter Tag ID or VRN (Vehicle Registration Number)
4. Now select the pass type, pass scheme and continue with payment.
5. You will be issued with a receipt on successful payment. Print the receipt or download for future reference.

There is no need to purchase a new RFID tag to avail a monthly pass scheme at any toll plaza. The FASTag already purchased by you can be configured with the monthly scheme.

6.3. What are the documents required for “Exempted FASTag”?

- Duly Filled Application Form available at
- Registration Certificate (RC) of the Vehicle.
- Identification Proof (ID Proof) – Aadhaar, DL, PAN, Govt. ID Proof, Voter ID.
- Proof of Exemption as applicable.

6.4. How to apply for “Exempted FASTag”?

Below are the steps to apply for the Exempted FASTag through the web portal of the Indian Highways Management Company Limited (IHMCL):

Registration Process:

Step 1: Visit IHMCL website and click register yourself by providing your name, email address, mobile number and the city you reside.

Step 2: Upon successful registration, your User ID and Password will be sent to your email address.

Application Process:

Step 1: Log in to the IHMCL web portal with your Username and Password.

Step 2: Download the application form for exempted FASTag from the Dashboard

Step 3: Click on the “Upload Form” and follow the process below:

- Select the exempted category listed on the above table
- Select the respective NHAI Regional Office (RO) to submit the application.

- Enter the exempted applicant's name, mobile number and email address.
- Enter the vehicle registration number for which the exempted FASTag.
- Upload the scanned copies of the below documents:
 - RC of the vehicle.
 - ID Proof
 - Proof of Exemption
 - Duly filled and signed application form

Step 4: Click on “Submit” to complete the application process and you will receive an auto-reply email along with the Application Case ID to your email address.

Post-Application Process:

Step 1: Check the status of your application on the web portal.

Step 2: In case there are any observations, you will have to submit the required documents or clarifications to process your application.

Step 3: If your application is approved, then you will receive an approval or issuance of exempted FASTag with details to your registered email address.

Step 4: You are required to collect the exempted FASTag sticker from the respective Regional Office of NHAI.

For details please refer to the User Manual provided in the Link - [Applicant Manual](#)

6.5. Who are exempted from Toll Tax?

- For Dignitaries as mentioned in Rule 11(a) exemption is available to vehicle transporting the dignitaries and accompanying security vehicle. One FASTag may be issued in the name of the dignitary/official irrespective of ownership of vehicle. Issuance of FASTag for accompanying security vehicles of such dignitaries shall be limited to Government vehicle only.
- As per Rule 11(b), vehicle used for official purpose are only exempted. In light of this, issuance of FASTag under this category should be limited to that vehicle only.
- As per Rule 11(c, d & e) namely for Ambulance, Funeral van & vehicle for persons with physical defect or disability, issuance of FASTag will require providing of requisite document in this regard by the applicant.
- Member of Parliament (MP) will be issued two FASTag, for two vehicles i.e., one for New Delhi and one for her/his constituency.
- Member of Legislative Assembly/Legislative Council (MLA/MLC) of a State will be issued one FASTag for their vehicles for the State.

The list of exempted category of mechanical vehicles as per NH Fee Rules is provided as below –

Type of FASTag Exemption Vehicles	Code
Transporting and Accompanying	
President of India	1
Vice-President of India	2
Prime Minister of India	3
Governor of a State	4
Chief Justice of India (CJI)	5
Speaker of the House of People	6
Cabinet Minister of the Union	7
Chief Minister of a State	8
Supreme Court Judge	9
Minister of State	10
Lieutenant Governor of a Union Territory	11
Chief of Staff	12
Chairman of the Legislative Council of a State	13
Speaker of Legislative Council of a State	14
Chief Justice of a High Court	15
Judge of a High Court	16
Member of Parliament (MP)	17
Army Commander of Vice-Chief of Army Staff and equivalent in other services	18
Chief Secretary to a State Government	19
Secretary to the Government of India	20
Secretary, Council of States	21
Secretary, House of People	22
Foreign Dignitary on State Visit	23
MLA and MLC	24
An awardee of Param Vir Chakra, Ashok Chakra, Maha Vir Chakra, Kirti Chakra, Vir Chakra and Shaurya Chakra	25
Used For Official Purpose:	

Type of FASTag Exemption Vehicles	Code
Ministry of Defense including those eligible under the Indian Toll (Army and Air Force) Act, 1901	27
Central and State Armed Forces in Uniform, Paramilitary Forces and Police	28
Executive Magistrate	29
Emergency/Utility Vehicles:	
Fire-Fighting Department or Organisation	30
NHAI/ Government Organisation utilising vehicles for the purpose of inspection, construction or operational or maintenance of national highways and survey.	31
Ambulance	32
Funeral Van	33
Mechanical Vehicles Designed for use by persons suffering from physical disability	34

6.6. Should vehicles exempted from paying fees at NH toll plazas, affix a FASTag sticker?

Yes, as per the Ministry of Road Transport and Highways, all categories of vehicles that are exempted from paying toll fee at the National Highways are required to affix the FASTag RFID sticker on their vehicle.

6.7. What is the cost to purchase an exempted FASTag?

As per NH Fee Rule 2008 and subsequent amendments, exempted FASTags will be issued **Free of cost**.

6.8. Can I get an exempted FASTag from member banks?

No. An agency authorised by the NHAI will be the only issuer of exempted FASTag in the country.

6.9. Can exempted persons/vehicles without a FASTag reap the benefit of non-payment of toll fees?

Yes, persons or vehicles can continue to benefit from toll fee exemption upon displaying valid ID cards.

6.10. What is the validity of an exempted FASTag?

An exempted FASTag is valid for 5 years for government vehicles, while it is 1-year in case of private vehicles.

6.11. What is the validity of an exempted FASTag for MPs, MLAs and MLCs?

The exempted FASTag is valid for the respective tenure of parliament or assembly.

6.12. Serving army personnel who are using private vehicle for commute, are they exempted from payment of user fee?

Exemption shall be extended only when the vehicle is used for official purpose.

6.13. Is exemption available to physically disabled person producing disability certificate?

Exemption is extended to mechanical vehicles specially designed and constructed for use of a person suffering from physical disability.

6.14. I reside within 10 km of a particular Toll Plaza. Do I need to take FASTag to get the concessions available for local vehicles?

Yes. As per Government circulars, all exemptions such as monthly pass, local exemption, return journey discount etc. can be availed through FASTag only. Local exemption can be configured at the Toll Plaza level itself.

7. FASTag De-activation

7.1. How do I block my FASTag account, in case my vehicle is lost?

Customers can call up customer care of the issuer agency and block his / her FASTag account.

(In fact, there has been instances where stolen vehicles were able to recovered swiftly because of transaction reported from toll plazas through FASTag, which helped the law enforcement agencies to nab the culprits.)

7.2. What if I sell/ transfer my car?

The original owner can close the FASTag account or wallet by reaching out to the concerned issuer bank. And a new owner can get a new FASTag from any of the 26 issuer banks.

7.3. What do I have to do if I lost my FASTag? What will happen to the account balance?

You will need to call customer care number of the issuer agency to block your FASTag. Once you take a new account, the issuer agency will transfer the balance to the new account.

8. Grievance Redressal

8.1. What if the vehicle owner/ user has a grievance?

Customer can call the Toll-Free customer care number of concerned issuer bank or reach out to NH Helpline 1033 number. Further escalation may be sent to NHAI/IHMCL for grievance redressal.

8.2. How is 1033 helpline number useful to me? What type of toll plaza level complaints can I raise by calling this number?

MORTH/NHAI/IHMCL has launched 1033 helpline number for addressing FASTag complaints at toll plaza level. Customer can simply dial 1033 from Mobile/Landline for the following issues:

- Stopped at the plaza for Tag blacklist reason even though Tag is not blacklisted.
- Plaza not accepting FASTag
- Plaza not able to read the Tag
- Plaza not supporting for monthly pass issuance
- Any other applicable issue for FASTag

8.3. If FASTag delivery is delayed. Where can you report?

We would request you to kindly contact your issuing bank's customer service desk to raise a complaint regarding the delayed delivery of FASTag.

8.4. If the customer care number for issuer banks is not working/responding what is the alternate option?

One may lodge the complaint t can call on your bank call center number and register your complaint and for any escalation drop an email at etc.nodal@ihmcl.com

9. My FASTag App

9.1. What is My FASTag App ?

MyFASTag is a mobile application which can be downloaded from the Google Play store (Android) or App Store (iOS). It is basically a consumer app which will allow them to purchase FASTags while also letting them recharge their FASTag accounts. Transactions on FASTag can also be tracked by the MyFASTag app. Consumers can also get their grievances addressed through the app.

9.2. What are the key features of My FASTag App?

Some of the features of the MyFASTag app have been listed below:

- It is an app specially designed for consumers. The app is extremely user-friendly.
- Purchasing and recharging of FASTag are made easy and hassle-free by this app.
- Consumers can get their grievances addressed with the help of this app.
- All FASTag transactions can be tracked using the MyFASTag app.
- Real-time balance in the FASTag wallet can also be checked through this app.

9.3. How to Download MyFASTag App?

To download the MyFASTag App, you can follow the below-given steps:

- Visit Google Playstore or App store on your Android or iOS device.
- Type 'MyFASTag' on the search bar.

Once you find the app launched by NHAI, use the 'Download' button to install it.

9.4. What is the use of FASTag app?

It allows motorists to buy FASTags online, find offline point-of-purchase locations, recharge the stickers, and make payments and access highway helplines. The **app** has two main sections - NHAI **FASTag** (bank-neutral) and Bank Specific **FASTag**

9.5. What is Tag Status facility on My FASTag App ? How can I use to pass at a toll plazas?

Using FASTag status facility, one may check the real-time balance in the FASTag wallet assigned with the vehicle number.

Similar to the "You are Safe" feature in Aarogya Setu App, a new feature to show the Tag Balance status has been introduced on My FASTag App. This new feature shall show the real-time FASTag wallet balance in form of colour code –

- Green for Active tag with sufficient balance
- Orange for tags with low balance and
- Red for blacklisted tags.

This feature shall help FASTag user with sufficient FASTag wallet balance to pass through a toll lane by showing the tag status of the assigned vehicle, in case the tag status has not been updated in the toll plaza server due to various reasons.