

IHMCL KYC Customer Portal Training

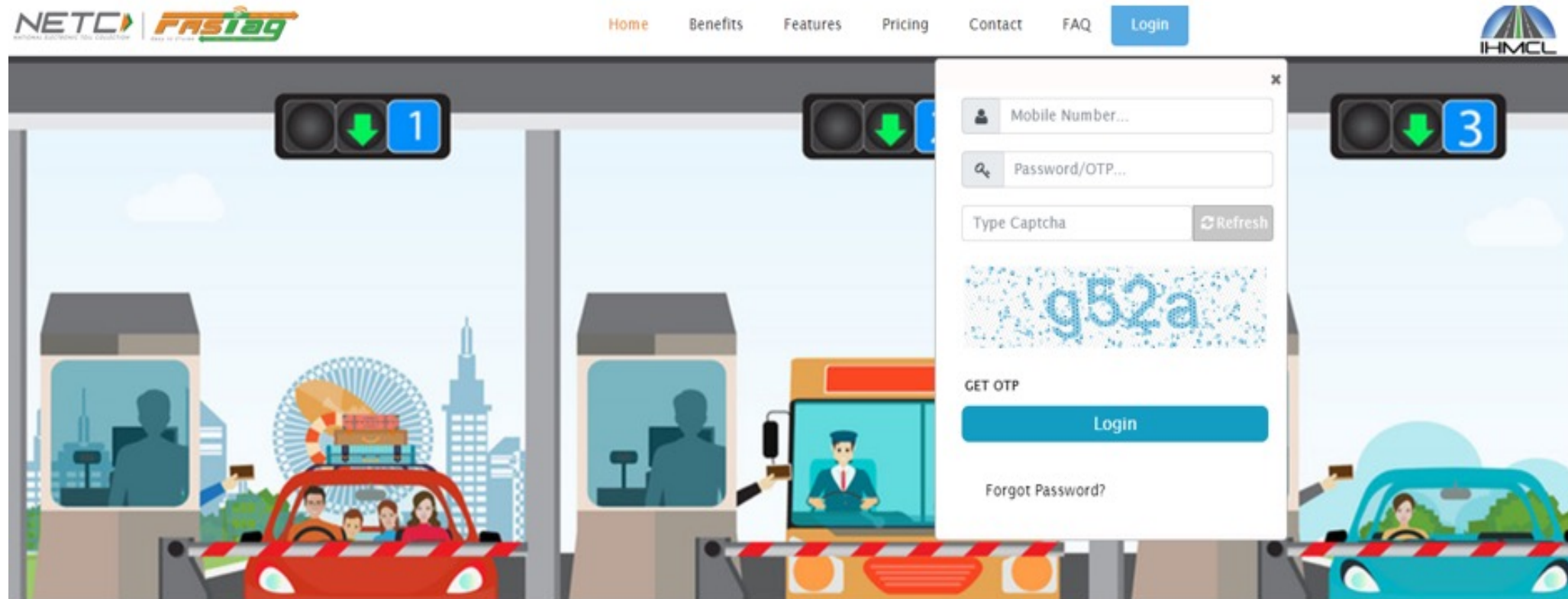
Prepared and Presented by

Vijay.R

18.01.2022

Login into customer portal

- ❖ Customer can login via My Fastag mobile app and may use the dedicated customer web portal in the provided link <https://fastag.ihmcl.com/> Customer need to use the mobile number and OTP validation to login into page.



Customer portal Home page view

❖ Customer can view Dashboard Menu for wallet related available options.

Monthly Limit **Wallet balance Unallocated** **Tag balance** **Total balance**

Vehicle Info

[Excel](#) Search

Vehicle Number	Security Deposit	Tag Balance	Status
TN2303178	200.00	300.00	Active

Showing 1 to 1 of 1 entries Previous Next

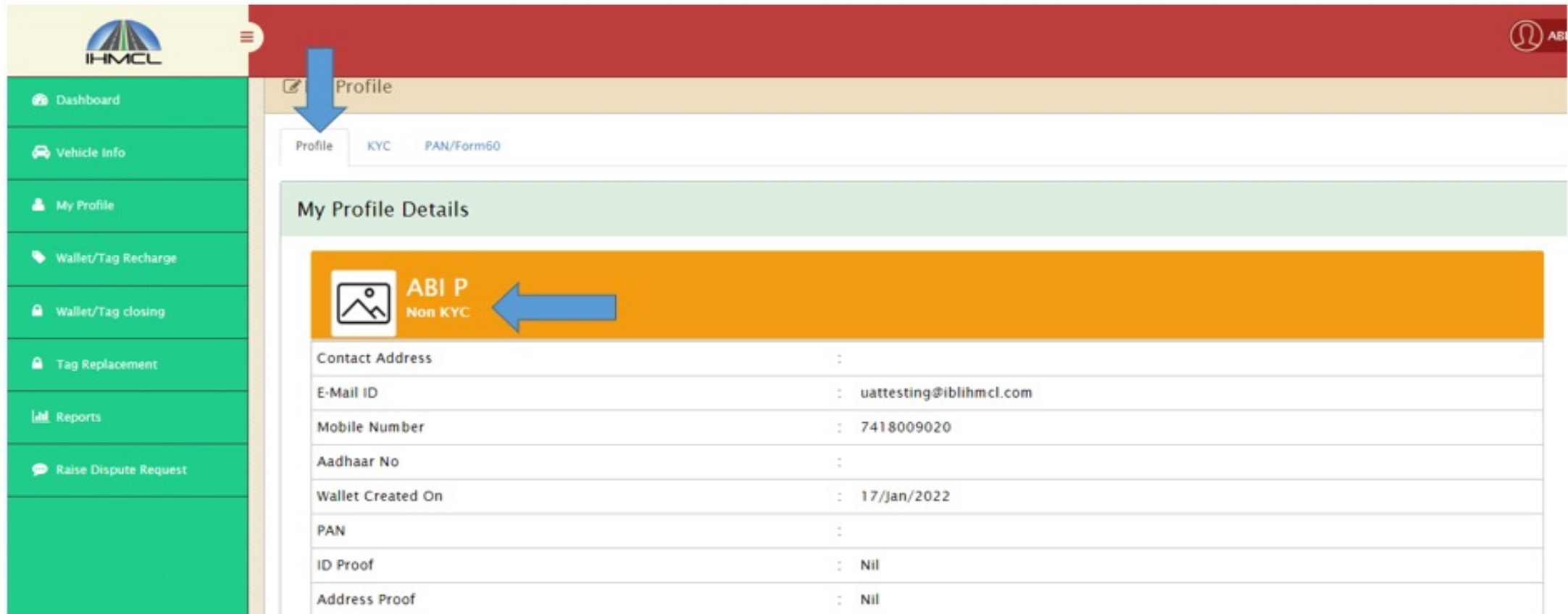
Last 10 Transaction History

[Excel](#) Search

Transaction ID	Amount	Transaction Date	Payment Through	Transaction Type	Vehicle No	Transaction Status	Toll Info
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Customer My profile view

- ❖ Customer needs to select My profile option in the Dashboard Menu.
- ❖ In case of KYC already being submitted, customer can know the status of same in terms of Approved or Rejected.



The screenshot displays the IHMCL customer dashboard. The left sidebar contains a menu with the following items: Dashboard, Vehicle Info, My Profile, Wallet/Tag Recharge, Wallet/Tag closing, Tag Replacement, Reports, and Raise Dispute Request. The main content area is titled 'My Profile' and has three tabs: Profile, KYC, and PAN/Form60. The 'Profile' tab is active, showing 'My Profile Details'. At the top of this section, there is a profile card for 'ABI P' with the status 'Non KYC'. Below this, a table provides the following details:

Contact Address	:
E-Mail ID	: uattesting@iblihmcl.com
Mobile Number	: 7418009020
Aadhaar No	:
Wallet Created On	: 17/Jan/2022
PAN	:
ID Proof	: Nil
Address Proof	: Nil

KYC Submission process – Individual customer

- ❖ In My profile Page customer has an option to select KYC in the switch Tab.
- ❖ Upon selection of KYC page, customer can see the below .
- ❖ Customer needs to choose a category.(individual / non individual)

The screenshot displays the IHMCL website's 'My Profile' page. The left sidebar contains navigation options: Dashboard, Vehicle Info, My Profile, Wallet/Tag Recharge, Wallet/Tag closing, Tag Replacement, Reports, and Raise Dispute Request. The main content area is titled 'My Profile' and has three tabs: Profile, KYC (selected), and PAN/Form60. The 'KYC' section is divided into three main parts: 'Customer Type', 'ID Proof', and 'Address Proof'. In the 'Customer Type' section, there is a heading 'Please Select Your Customer Type' followed by two radio buttons: 'Individual' (which is selected) and 'Non- Individual'. A blue arrow points to the 'Individual' radio button. The 'ID Proof' section contains a dropdown menu for 'ID Proof Type' (set to '--- Select ID Proof Type ---'), a text input for 'ID Proof Number *', and a file upload area for 'ID Proof File *' with a 'Choose File' button and 'No file chosen' text. The 'Address Proof' section is partially visible, showing a dropdown for 'Address Proof Type' and a file upload area for 'Address Proof File *' with a 'Choose File' button and 'No file chosen' text. The top right corner of the page shows a user profile icon and the text 'ABI'.

List of Documents for Individual customer

- ❖ An individual customer needs to submit bank accepted ID proofs as per below given drop down.

(Pan Card, Voters ID, Driving license, Passport, Scanned copy of original document with self attested)

The screenshot displays the IHMCL web portal interface. On the left is a green sidebar with navigation options: Dashboard, Vehicle Info, My Profile, Wallet/Tag Recharge, Wallet/Tag closing, Tag Replacement, Reports, and Raise Dispute Request. The main content area has a red header with the IHMCL logo and a hamburger menu icon. Below the header, there is a section titled "Please Select Your Customer Type" with radio buttons for "Individual" (selected) and "Non- Individual".

The "ID Proof" section contains a dropdown menu for "ID Proof Type" with the following options: --- Select ID Proof Type ---, PAN Card, Voter ID, Passport, and Driving Licence. A blue arrow points from the "ID Proof File" field to the dropdown menu. The "ID Proof File" field includes a "Choose File" button and the text "No file chosen".

The "Address Proof" section contains a dropdown menu for "Address Proof Type" with the option --- Select Address Proof Type---, an "Address Proof Number" input field, and an "Address Proof File" field with a "Choose File" button and the text "No file chosen".

The "Customer Photo" section is partially visible at the bottom.

❖ An individual's Proofs for upload is allowed till 5 MB under jpg,jpeg,png,pdf formats.

IHMCL

Dashboard
Vehicle Info
My Profile
Wallet/Tag Recharge
Wallet/Tag closing
Tag Replacement
Reports
Raise Dispute Request

Please Select Your Customer Type
 Individual Non- Individual

ID Proof

ID Proof Type
--- Select ID Proof Type ---

ID Proof Number *

ID Proof File * ⓘ
Choose File No file chosen

You can upload only jpg,png,jpeg,pdf extension file and image size should be less than 5 Mb

Address Proof

Address Proof Type
--- Select Address Proof Type ---

Address Proof Number *

Address Proof File * ⓘ
Choose File No file chosen

Customer Photo

❖ An individual Id Proof number is a mandatory field. Customer needs to provide valid ID proof number which needs to be matched with submitted document.

The screenshot displays the IHMCL web application interface. On the left is a green sidebar with navigation options: Dashboard, Vehicle Info, My Profile, Wallet/Tag Recharge, Wallet/Tag closing, Tag Replacement, Reports, and Raise Dispute Request. The main content area has a red header with the IHMCL logo and a hamburger menu icon. Below the header, there's a section titled "Please Select Your Customer Type" with radio buttons for "Individual" (selected) and "Non- Individual".

The "ID Proof" section contains a dropdown menu for "ID Proof Type" (currently showing "--- Select ID Proof Type ---"), a text input field for "ID Proof Number *", and a file upload area for "ID Proof File *". The file upload area includes a "Choose File" button and the text "No file chosen". A tooltip above the file upload area states: "You can upload only jpg,png,jpeg,pdf extension file and image size should be less than 5 Mb".

The "Address Proof" section contains a dropdown menu for "Address Proof Type" (currently showing "--- Select Address Proof Type---"), a text input field for "Address Proof Number *", and a file upload area for "Address Proof File *". The file upload area includes a "Choose File" button and the text "No file chosen".

At the bottom, there is a section for "Customer Photo".

❖ An individual customer needs to submit Address proofs as per the acceptable categories which are listed below .

(Voters ID, Driving license, Passport)

The screenshot displays the IHMCL web application interface. On the left is a green sidebar with navigation options: Dashboard, Vehicle Info, My Profile, Wallet/Tag Recharge, Wallet/Tag closing, Tag Replacement, Reports, and Raise Dispute Request. The top header is red with the IHMCL logo. The main content area is white and contains two sections: 'Address Proof' and 'Customer Photo'. The 'Address Proof' section has a dropdown for 'ID Proof Type', a 'Choose File' button, and an 'ID Proof Number' field. Below this is a sub-section for 'Address Proof' with a dropdown for 'Address Proof Type' (showing options: Voter ID, Driving License, Passport) and another 'Choose File' button. The 'Customer Photo' section has a 'Choose File' button.

--- Select ID Proof Type --- No file chosen

ID Proof Number *

Address Proof

Address Proof Type

--- Select Address Proof Type---
--- Select Address Proof Type---
Voter ID
Driving License
Passport

Address Proof File * ⓘ

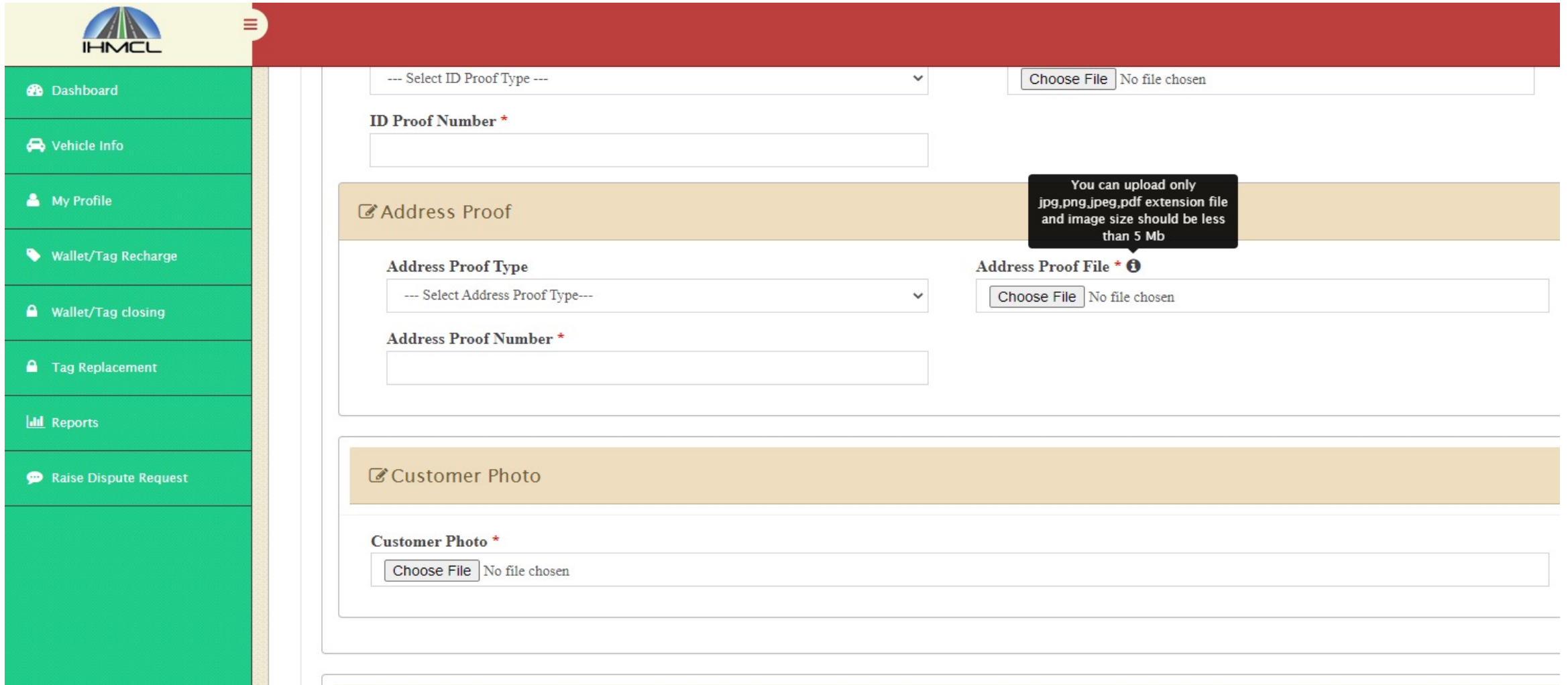
No file chosen

Customer Photo

Customer Photo *

No file chosen

❖ Document to the extent of 5 MB is permissible for upload under jpg,jpeg,png,pdf formats.



The screenshot displays the IHMCL web application interface. On the left is a green sidebar with navigation options: Dashboard, Vehicle Info, My Profile, Wallet/Tag Recharge, Wallet/Tag closing, Tag Replacement, Reports, and Raise Dispute Request. The main content area has a red header with the IHMCL logo and a hamburger menu icon. Below the header, there are three main sections: ID Proof, Address Proof, and Customer Photo. Each section contains a dropdown menu for selecting the proof type, a text input field for the proof number, and a file upload button labeled 'Choose File' with the text 'No file chosen'. A black tooltip box is positioned over the 'Address Proof File' upload area, containing the text: 'You can upload only jpg,png,jpeg,pdf extension file and image size should be less than 5 Mb'.

--- Select ID Proof Type --- No file chosen

ID Proof Number *

Address Proof

Address Proof Type

--- Select Address Proof Type--- No file chosen

Address Proof File * *i*

Address Proof Number *

Customer Photo

Customer Photo *

No file chosen

You can upload only jpg,png,jpeg,pdf extension file and image size should be less than 5 Mb

❖ An individual's Id Proof number is a mandatory field. Customer needs to provide valid ID proof number which needs to be matched with the submitted document.

The screenshot displays the IHMCL web application interface. On the left is a green sidebar with navigation options: Dashboard, Vehicle Info, My Profile, Wallet/Tag Recharge, Wallet/Tag closing, Tag Replacement, Reports, and Raise Dispute Request. The main content area is divided into sections for ID Proof, Address Proof, and Customer Photo. The ID Proof section includes a dropdown for 'Select ID Proof Type', a 'Choose File' button, and a mandatory 'ID Proof Number' text input. The Address Proof section features a dropdown for 'Select Address Proof Type', a 'Choose File' button, and a mandatory 'Address Proof Number' text input. A tooltip above the 'Address Proof File' upload area states: 'You can upload only jpg,png,jpeg,pdf extension file and image size should be less than 5 Mb'. The Customer Photo section has a 'Choose File' button. The IHMCL logo is in the top left corner.

--- Select ID Proof Type --- No file chosen

ID Proof Number *

Address Proof

Address Proof Type

--- Select Address Proof Type --- No file chosen

Address Proof Number *

Address Proof File *

No file chosen

You can upload only jpg,png,jpeg,pdf extension file and image size should be less than 5 Mb

Customer Photo

Customer Photo *

No file chosen

- ❖ An individual customer needs to submit a valid passport size photograph with clear image and maximum size of such photograph to the extent of 5 MB.
- ❖ It is to be noted that under any circumstances, Group photographs, photo with a mask, unclear image, incorrect format other than JPG, JPEG, PDF, Png and any restricted contents would not be permitted and thus bound for rejection.

The screenshot displays the IHMCL web portal interface. On the left is a green sidebar with navigation options: Dashboard, Vehicle Info, My Profile, Wallet/Tag Recharge, Wallet/Tag closing, Tag Replacement, Reports, and Raise Dispute Request. The main content area is divided into sections for ID Proof, Address Proof, and Customer Photo. The ID Proof section includes a dropdown for ID Proof Type, a text input for ID Proof Number, and a file upload button. The Address Proof section includes a dropdown for Address Proof Type, a text input for Address Proof Number, and a file upload button. A tooltip above the Address Proof File upload button states: "You can upload only jpg,png,jpeg,pdf extension file and image size should be less than 5 Mb".

Dashboard

Vehicle Info

My Profile

Wallet/Tag Recharge

Wallet/Tag closing

Tag Replacement

Reports

Raise Dispute Request

--- Select ID Proof Type ---

Choose File No file chosen

ID Proof Number *

Address Proof

Address Proof Type

--- Select Address Proof Type---

Address Proof Number *

Address Proof File *

Choose File No file chosen

You can upload only jpg,png,jpeg,pdf extension file and image size should be less than 5 Mb

Customer Photo

Customer Photo *

Choose File No file chosen

Address updating..

- ❖ Customer needs to update the address in accordance to the document submitted.
- ❖ Customer to Mandatorily select Region / State / City And Pin Code while updating the address.
- ❖ Once the details are submitted by the customer it could not be edited. Hence the customers are advised to update the details properly.

IHMCL

Dashboard
Vehicle Info
My Profile
Wallet/Tag Recharge
Wallet/Tag closing
Tag Replacement
Reports
Raise Dispute Request

Address

Address *

Please note address provided should match with address proof document *

Region *
--- Select Region ---

State *
--- Select State ---

City *
--- Select City ---

Pincode *

Note
1.Supported formats(jpg, png, jpeg, pdf)
2.File should be less than 5 MB.

I/We confirm that attached document are authentic documents, I/we have the originals with us.

Submit



- Dashboard
- Vehicle Info
- My Profile
- Wallet/Tag Recharge
- Wallet/Tag closing
- Tag Replacement
- Reports
- Raise Dispute Request

Address

Address *

Please note address provided should match with address proof document*

Region *
--- Select Region ---
East India
North India
Northeast India
South India
West India

State *
--- Select State ---

Pincode *

Note
1. Supported formats(jpg, png, jpeg, pdf)
2. File should be less than 5 MB.

I/We confirm that attached document are authentic documents, I/we have the originals with us.

Submit



- Dashboard
- Vehicle Info
- My Profile
- Wallet/Tag Recharge
- Wallet/Tag closing
- Tag Replacement
- Reports
- Raise Dispute Request

Address

Address *

Please note address provided should match with address proof document*

Region *
South India

City *
--- Select City ---

State *
--- Select State ---
TELANGANA
LAKSHADWEEP
PONDICHERRY
KARNATAKA
ANDHRA PRADESH
TAMILNADU
KERALA

Note
1. Supported formats(jpg, png, jpeg, pdf)
2. File should be less than 5 MB.

I/We confirm that attached document are authentic documents, I/we have the originals with us.

Submit



- Dashboard
- Vehicle Info
- My Profile
- Wallet/Tag Recharge
- Wallet/Tag closing
- Tag Replacement
- Reports
- Raise Dispute Request

--- Select City ---
Agasteeswaram
Agasteeswaram
Alangudi
Alangulam
Ambasamodram
Ambattur
Andipatti
Annavaasal
Arakonam
Arakonam
Aranangi
Arani
Arantangi
Aranthangi
Aratangi
Aravakurichi
Arcot
Ariyalur
Arni
--- Select City ---

State *

TAMILNADU

Pincode *

Note

- 1.Supported formats(jpg, png, jpeg, pdf)
- 2.File should be less than 5 MB.

I/We confirm that attached document are authentic documents, I/we have the originals with us.

Submit



- Dashboard
- Vehicle Info
- My Profile
- Wallet/Tag Recharge
- Wallet/Tag closing
- Tag Replacement
- Reports
- Raise Dispute Request

Address

Address *

Please note address provided should match with address proof document *

Region *

South India

State *

TAMILNADU

City *

--- Select City ---

Pincode *

Note

- 1.Supported formats(jpg, png, jpeg, pdf)
- 2.File should be less than 5 MB.

I/We confirm that attached document are authentic documents, I/we have the originals with us.

Submit

Declaration

- ❖ Before submission, a mandatory declaration needs to be selected by customer without which the KYC submission process shall not be moving to subsequent stage.

The screenshot displays the IHMCL web interface for KYC submission. On the left is a green sidebar with navigation options: Dashboard, Vehicle Info, My Profile, Wallet/Tag Recharge, Wallet/Tag closing, Tag Replacement, Reports, and Raise Dispute Request. The main content area is titled 'Address' and contains the following fields:

- Address ***: A text input field.
- Please note address provided should match with address proof document ***: A note below the address field.
- Region ***: A dropdown menu with 'South India' selected.
- State ***: A dropdown menu with 'TAMILNADU' selected.
- City ***: A dropdown menu with '--- Select City ---' selected.
- Pincode ***: A text input field.

Below the form fields is a 'Note' section with the following text:

Note
1. Supported formats(jpg, png, jpeg, pdf)
2. File should be less than 5 MB.

At the bottom of the form, there is a checkbox for the declaration: I/We confirm that attached document are authentic documents, I/we have the originals with us. A blue arrow points to this checkbox. A green 'Submit' button is located at the bottom right of the form.

KYC Submission process – Non Individual customer

- ❖ In My profile Page, customer has an option to select KYC in the switch Tab.
- ❖ Upon selection of KYC page, customer can see the following screen.

The screenshot displays the IHMCL web application interface. On the left is a green sidebar menu with the following items: Dashboard, Vehicle Info, My Profile, Wallet/Tag Recharge, Wallet/Tag closing, Tag Replacement, Reports, and Raise Dispute Request. The main content area has a red header bar and a white background. It is divided into three sections:

- Customer Type:** A section with a title "Customer Type" and a sub-header "Please Select Your Customer Type". It contains two radio buttons: "Individual" (unselected) and "Non- Individual" (selected). A blue arrow points to the "Non- Individual" option.
- Address Proof:** A section with a title "Address Proof". It contains a dropdown menu labeled "Select Address Proof" with the text "-- Select Address Proof Document ---". To its right is a file upload field labeled "Address Proof File" with a "Choose File" button and the text "No file chosen". Below these is a text input field labeled "Address Proof Number".
- KYC Document:** A section with a title "KYC Document". It contains a dropdown menu labeled "Select KYC Document" with the text "-- Select KYC Proof Document ---". To its right is a file upload field labeled "KYC Document Proof File" with a "Choose File" button and the text "No file chosen". Below these is a text input field labeled "KYC Proof Number".

- ❖ Id Proofs are allowed to the extent of 5 MB size and can be under any of the following categories viz. jpg,jpeg,png,pdf.
- ❖ Following are the List of documents that are accepted as address proof for non individual customers. HUF Deed , Trust Deed, Society Deed , Partnership Deed , AOA and MOA, Entity registration certificate.

The screenshot displays the IHMCL web portal interface. On the left is a green sidebar with navigation options: Dashboard, Vehicle Info, My Profile, Wallet/Tag Recharge, Wallet/Tag closing, Tag Replacement, Reports, and Raise Dispute Request. The main content area has a red header with the IHMCL logo and a hamburger menu. Below the header, there's a section for "Please Select Your Customer Type" with radio buttons for "Individual" and "Non- Individual" (selected). The "Address Proof" section contains a dropdown menu for "Select Address Proof" with options: HUF DEED, TRUST DEED, SOCIETY DEED, PARTNERSHIP DEED, AOA and MOA, and ENTITY REGISTRATION CERTIFICATE. To the right of this dropdown is a "Choose File" button for "Address Proof File" with the text "No file chosen". Below this is the "KYC Document" section with a dropdown for "Select KYC Document" and a "Choose File" button for "KYC Document Proof File" with the text "No file chosen". At the bottom of this section is a text input field for "KYC Proof Number".

❖ List of documents are KYC / Id proof document proof for non individual customer.

The screenshot displays the IHMCL web portal interface. On the left is a green sidebar with navigation options: Dashboard, Vehicle Info, My Profile, Wallet/Tag Recharge, Wallet/Tag closing, Tag Replacement, Reports, and Raise Dispute Request. The main content area is divided into three sections: Address Proof, KYC Document, and Address.

Address Proof Section:

- Select Address Proof ***: A dropdown menu currently showing "--- Select Address Proof Document ---".
- Address Proof File * ⓘ**: A file upload field with a "Choose File" button and the text "No file chosen".
- Address Proof Number ***: An empty text input field.

KYC Document Section:

- Select KYC Document ***: A dropdown menu with a list of document types:
 - Select KYC Proof Document ---
 - Select KYC Proof Document ---
 - PANCARD (IF HUF IS TAKEN AS CUSTOMER)
 - UDYOG AADHAAR
 - REGISTRATION CERTIFICATION
 - SHOP AND ACT REGISTRATION FORM
 - ROC REGISTRATION
 - SALES TAX REGISTRATION
 - PROPERITOR PAN CARD REQUIRED (FOR PROPERITORSHIP CONCERN)
 - PAN CARD IN THE NAME OF COMPANY
- KYC Document Proof File * ⓘ**: A file upload field with a "Choose File" button and the text "No file chosen".

Address Section:

- Address ***: An empty text input field.

Address updation

- ❖ Customer needs to update the address in accordance to the document.
- ❖ Additionally, customer needs to select Region / State / City and Pin code while updating the address.

IHMCL

Dashboard
Vehicle Info
My Profile
Wallet/Tag Recharge
Wallet/Tag closing
Tag Replacement
Reports
Raise Dispute Request

Address

Address *

Please note address provided should match with address proof document *

Region * --- Select Region ---

State * --- Select State ---

City * --- Select City ---

Pincode *

Note
1. Supported formats(jpg, png, jpeg, pdf)
2. File should be less than 5 MB.

I/We confirm that attached document are authentic documents, I/we have the originals with us.

Submit



- Dashboard
- Vehicle Info
- My Profile
- Wallet/Tag Recharge
- Wallet/Tag closing
- Tag Replacement
- Reports
- Raise Dispute Request

Address

Address *

Please note address provided should match with address proof document *

Region *

- Select Region ---
- Select Region ---
- East India
- North India
- Northeast India
- South India
- West India

State *

--- Select State ---

Pincode *

Note
1. Supported formats (jpg, png, jpeg, pdf)
2. File should be less than 5 MB.

I/We confirm that attached document are authentic documents, I/we have the originals with us.

Submit



- Dashboard
- Vehicle Info
- My Profile
- Wallet/Tag Recharge
- Wallet/Tag closing
- Tag Replacement
- Reports
- Raise Dispute Request

Address

Address *

Please note address provided should match with address proof document *

Region *

South India

City *

--- Select City ---

State *

--- Select State ---

- Select State ---
- Select State ---
- TELANGANA
- LAKSHADWEEP
- PONDICHERRY
- KARNATAKA
- ANDHRA PRADESH
- TAMILNADU
- KERALA

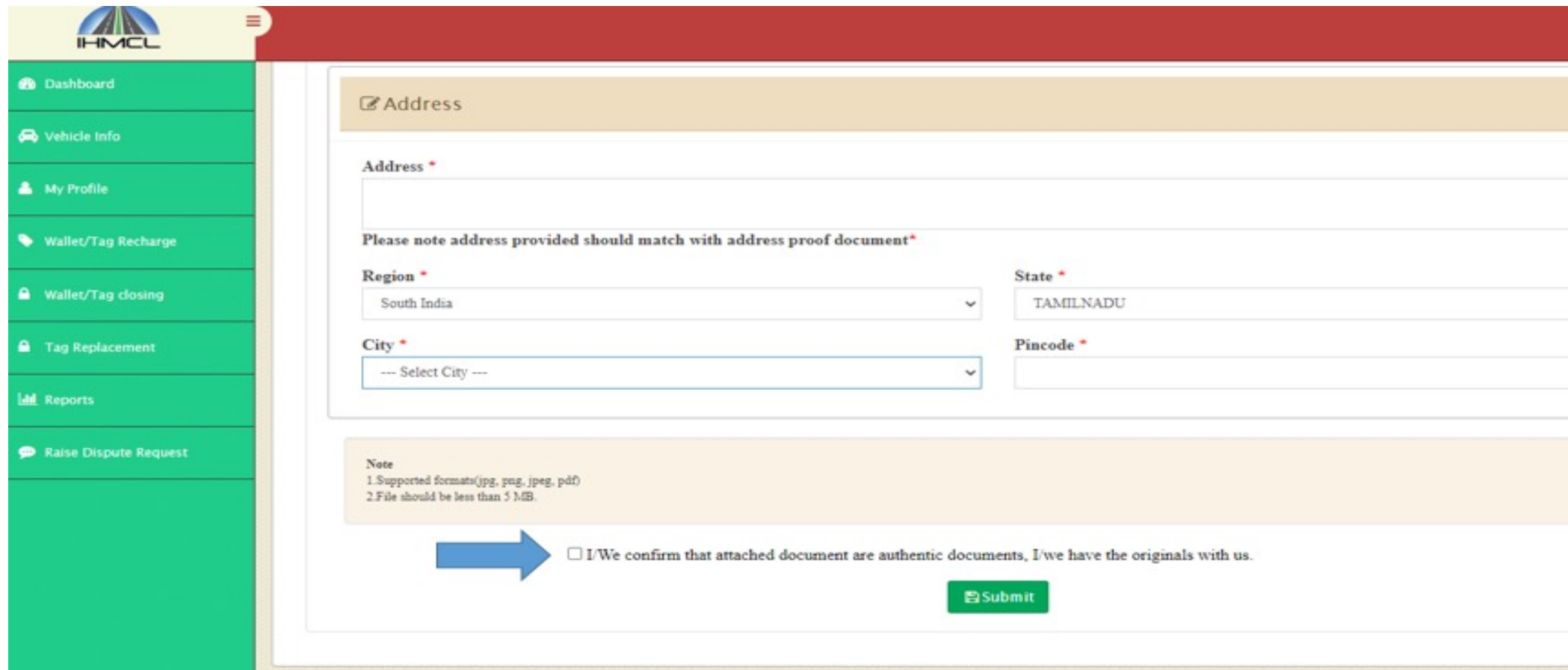
Note
1. Supported formats (jpg, png, jpeg, pdf)
2. File should be less than 5 MB.

I/We confirm that attached document are authentic documents, I/we have the originals with us.

Submit

Declaration

- Before final submission, customer needs to accept the declaration without which the process shall not move to subsequent stage.



The screenshot displays the IHMCL web portal interface. On the left is a green sidebar menu with options: Dashboard, Vehicle Info, My Profile, Wallet/Tag Recharge, Wallet/Tag closing, Tag Replacement, Reports, and Raise Dispute Request. The main content area is titled 'Address' and contains a form with the following fields:

- Address ***: A text input field.
- Please note address provided should match with address proof document ***: A note.
- Region ***: A dropdown menu with 'South India' selected.
- State ***: A dropdown menu with 'TAMILNADU' selected.
- City ***: A dropdown menu with '--- Select City ---' selected.
- Pincode ***: A text input field.

Below the form is a 'Note' section with the following text:

Note
1. Supported formats (jpg, png, jpeg, pdf)
2. File should be less than 5 MB.

At the bottom of the form, there is a declaration checkbox: I/We confirm that attached document are authentic documents, I/we have the originals with us. A blue arrow points to this checkbox. A green 'Submit' button is located at the bottom right of the form.

- ❖ Post submission of KYC, customer's can view their status in My profile menu.
- ❖ The agreed TAT for validation of KYC documents are 7 working days. The Customer is suggested to regularly visit the site i.e. www.fastag.ihmcl.com for the current status of their KYC. In case the KYC is rejected by the Bank, the customer can re-upload/edit the details as required.

The screenshot shows the IHMCL website interface. On the left is a green navigation menu with the following items: Dashboard, Vehicle Info, My Profile, Wallet/Tag Recharge, Wallet/Tag closing, Tag Replacement, Reports, and Raise Dispute Request. The main content area has a red header with the IHMCL logo and a user profile icon. Below the header, there's a 'Profile' section with tabs for Profile, KYC, and PAN/Form60. A blue arrow points to the 'Profile' tab. The 'My Profile Details' section features a profile card for 'ABI P Non KYC' with a blue arrow pointing to the name. Below the card is a table of user details:

Contact Address	:
E-Mail ID	: uattesting@iblihmcl.com
Mobile Number	: 7418009020
Aadhaar No	:
Wallet Created On	: 17/Jan/2022
PAN	:
ID Proof	: Nil
Address Proof	: Nil

Thank You