



भारतीय राष्ट्रीय राजमार्ग प्राधिकरण
(सड़क परिवहन और राजमार्ग मंत्रालय)
National Highways Authority of India
(Ministry of Road Transport and Highways)
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CIRCULAR: Reg. FASTag

No NHAI/13013/CO/2019-20/

Date: 07 April 2020

Subject: Remedial measures for minimizing and handling double deduction cases in FASTag programme – reg.

With unprecedented increase in number of FASTag transactions in the last few months (daily transaction count touched 40 lakhs in Feb), it has been observed that the reports of double deductions of user fee has also increased significantly. As per complaints received on NH Helpline No. 1033, the double deductions contributed to approx. 18% of the total FASTag related complaints received between July 2019 - Feb 2020. NHAI is committed to provide best-in-class tolling experience to road users in India. Therefore, it has been decided that remedial measures and action are required to be undertaken by concessionaire / user fee collection agencies, system integrators and member banks towards minimising the occurrences of double deduction and handling such cases.

2. As per complaints received, the double deductions can be categorised as under :

- Cash payment & FASTag deduction** – where user fee has been collected in cash and simultaneously user fee also deducted from FASTag read by ETC readers installed at fee plaza lanes
- Double Deduction via FASTag account** – where the FASTag account has been deducted twice at same fee plazas

2. As a remedial measure, all concessionaire and system integrators are directed to ensure proper upkeep and maintenance of ETC infrastructure at their respective fee plazas. NHAI shall carry out need-based audit of ETC infrastructure at NH fee plazas, where frequent reports of double deductions are reported. Such fee plazas shall be under close monitoring of NHAI for ETC infrastructure functioning and shall be required to share daily equipment uptime report to NHAI or any authorised agency.

3. In order to handle double deduction cases, following Service Level requirement and penalty shall be applicable as in table below:

Sl. No	Service Level Definition	Responsibility	Service Level Requirement	Penalty provision
1	Upon daily reconciliation of toll collection, concessionaire/ user fee collection agencies shall raise credit adjustment request to concerned acquirer bank (against such transactions for which excess user fee was deducted from FASTag account). The activity shall be pro-actively carried out without waiting for any chargeback request from FASTag customer.	Concessionaire and User Fee collection agencies	within T + 1 day T = Transaction day	Delay in raising credit adjustment request to acquirer bank: <ul style="list-style-type: none">• Delay up to 10 days – Rs. 100 per transaction per day• Delay beyond 10 days – Rs. 200 per transaction per day

Sl. No	Service Level Definition	Responsibility	Service Level Requirement	Penalty provision
ii.	Acquirer bank shall process the credit adjustment for refund of excess user fee deducted from FASTag account	Concerned Acquirer Bank	Within $T_1 + 1$ day T_1 = Date of receipt of credit adjustment request from concessionaire/ user fee collection agency	Delay in processing the credit adjustment by acquirer bank: <ul style="list-style-type: none"> • Delay up to 10 days – Rs. 100 per transaction per day • Delay beyond 10 days – Rs. 200 per transaction per day
iii.	Concerned issuer bank shall credit the excess user fee to the FASTag account of customer with an SMS confirmation to registered mobile number.	Concerned Issuer Bank	within 12 hours of receipt of confirmation from acquirer bank	Delay in processing the credit adjustment by issuer bank: <ul style="list-style-type: none"> • Delay up to 10 days – Rs. 100 per transaction per day • Delay beyond 10 days – Rs. 200 per transaction per day

4. General Terms & Conditions:

- i. Day shall mean calendar day,
- ii. Above Service Level Requirement excludes case of incidents/instances such as scheduled downtime, vandalism damage and any Force Majeure event. Penalty as applicable shall be computed on a monthly basis and shall be recovered as per process set by NHAI/IHMCL.
- iii. For repeated breaches in Service Level requirement, NHAI shall take necessary action against default concessionaire/user fee collection agencies or bank.

5. This circular shall be effective from the date of issue of this circular.

6. This is issued with the approval of Competent Authority.


(Akhilesh Srivastava)
CGM (CO)

To,

- **All Concessionaires & User Fee Collecting agencies**
- **All System Integrators under NETC programme**
- **All Member Banks of NETC programme**

Cc:

- NHBF
- NPCI
- All ROs and PDs
- IHMCL