भारतीय राजमार्ग प्रबंधन कंपनी लिमिटेड़
(एनएचएआई की एक पहल)
Indian Highways Management Company Limited
(An Initiative of NHAI)
जी—5 एवं 6, सेक्टर—10, द्वारका, नई दिल्ली—110075
G-5 & 6, Sector-10, Dwarka, New Delhi-110075

सीन／CIN U74140DL2012PLC246662
दूरभाष／Phone : 91-11-25074100/200
वेबसाईट／Website : www.ihmcl.co.in

FASTag Programme Policy Circular

(Decision taken on e-office file no. E-200659)

Date: 21.04.2023

Sub: - Mandate for entry of complete VRN for non-FASTag transactions in ETC system by toll operators and ensuring capturing of correct VRN at the time of FASTag issuance by Issuer banks – Reg.

Dear All,

It has been observed that at the time of collection of user fee from vehicles not fitted with FASTag or without valid, functional FASTag entering into 'FASTag lane of fee plaza' in other permissible modes such as cash, etc., the complete Vehicle Registration Number (**"VRN"**) of the tollable vehicle is not entered in the ETC system by plaza operators at NH fee plazas, and generally for such vehicles incomplete vehicle number, or random number is entered. It is important to note that the capturing of correct vehicle registration numbers is crucial as this offers various benefits to the Government such as accurate traffic data for enhanced analytics, enhanced security, increased transparency in toll collection, planning, study of traffic pattern, etc.

2.   In view of above, it has been decided that it shall be **mandatory to enter complete vehicle registration number as provisioned in the ETC system by toll operators/concessionaires** for all such vehicles not fitted with FASTag or without valid, functional FASTag at the time of collection of user fee at NH fee plazas. Along with the VRN, it shall also be mandatory to **capture an image of the license plate of such vehicle through the lane cameras** and store for minimum 60 days at plaza servers. The entire transaction processing shall have to be done efficiently to avoid any unwanted congestion at the toll lane.

3.   Additionally, all Issuer banks under FASTag programme shall **ensure that no incorrect or invalid VRN is captured in the system at the time of issuance of a FASTag** to an assigned vehicle. It is essential that issuer banks shall not only take measures to verify the accuracy and legitimacy of the VRNs before issuing FASTags to vehicles and but also put in place an internal validation mechanism to avoid and rectify such discrepancies if they do occur. Also, NPCI shall set up a system for regularly monitoring such discrepancies in entry of invalid/incorrect VRN and sharing this information with all issuer banks and IHMCL on a periodic basis. This shall allow for ongoing oversight and corrective action to ensure the accuracy & legitimacy of VRNs captured in the FASTag program.

4.   It is important to emphasize that the integrity and accuracy of vehicular traffic data and vehicle images captured by plaza systems and banks' issuance systems are critical for various data analyses, planning, etc. Additionally, such data may be essential for various investigatory purposes required by law enforcement agencies for national homeland security purposes.

5.   The policy shall be applicable with immediate effect, and you are requested to ensure strict compliance. Any reported deviation will result in direct accountability for the default entity, such as user fee collection agency, concessionaire or issuer bank, as the case may be and shall be handled in accordance with appropriate procedures as per rules/regulations/SLA parameters, as applicable.

6.   This issues with the approval of Competent Authority.

Regards,

21/04/21.

(Abhijeet Kumar)

Chief Operating Officer

To,

    i.   All Concessionaires - through NHBF & HOAI
    ii. All User Fee Agencies - through NHAI CO Division
    iii. All Issuer Banks under FASTag programme
    iv. All empanelled System Integrators
    v.   NPCI

Copy to: -

    i.   CMD, IHMCL
    ii. CGM(CO), NHAI – with request to circulate to all empanelled user fee collection agencies
    iii. All ROs/ PDs through web admin- For further circulation to all concerned officials