



Indian Highways Management Company Limited

(An Initiative of NHAI).

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POLICY CIRCULAR

Sub: Standard process to handle cases of improper affixation/non-affixation of FASTag

With reference to the MoRTH Gazette notification F. No. H-25011/04/2010- P&P (Toll) Vol.VI, dated 7th November 2017 and standard procedural guidelines for affixation, FASTag is required to be affixed on the front windshield of the assigned vehicle from inside. Affixation of the tamper-proof FASTag on the assigned vehicle ensures a unique one-to-one relationship between the tag and the vehicle and thus preventing unauthorized tag removal and transfers. However, in the recent past, lot of cases of deviance in the affixation of FASTag to the assigned vehicle have been reported, some of which are as below:

- FASTag affixed on additional glass/any material surface
- FASTag affixed with cello-tape//any supplementary adhesive
- FASTag carried by the customer in hand

2. Therefore, in order to deter such practice of improper affixation of FASTag, it has been decided that any FASTag which is not affixed on the assigned vehicle as per standard process shall not be entitled to carry out an ETC transaction at a Toll Plaza and shall be duly blacklisted. Issuer banks are required to carry out awareness initiatives for awareness generation among the FASTag users and ensure affixing of FASTag on vehicle wind-screen.

3. It is essential for issuer banks/entities to ensure due diligence to affix the FASTag to the assigned vehicle at the time of issuance from various physical Point-of-Sale (POS) point, branches, etc. Non-adherence to affixation of FASTag on assigned vehicle shall be liable for penal action as approved by IHMCL against issuer bank/entities issuing FASTag from physical POS point, branches etc. The responsibility for affixing the FASTag to the assigned vehicle is as follows:

FASTag Variant	Issuer/Selling Entity	Channel	Responsibility for Tag Affixation	Action to be taken
Bank - Specific FASTag	Issuer Bank / Authorised Agents of Issuer Banks	Point-of-Sale (POS)	Issuer Bank	For POS, Issuer Bank/ authorised agents shall ensure proper affixing of FASTag on the windshield of assigned vehicle.
		Online/E-Commerce Platform	Customer	For online/e-commerce platform issuance, customer has to ensure proper affixing of FASTag on the vehicle. In case, the FASTag is found not to be affixed, concern issuer bank shall blacklist the FASTag with prior intimation to customer.

FASTag Variant	Issuer/Selling Entity	Channel	Responsibility for Tag Affixation	Action to be taken
Bank - Neutral FASTag (NHAI FASTag)	Authorised entities/Service providers of IHMCL	Physical Point-of Sale (POS) locations	Authorised entities/Service providers of IHMCL	For POS, authorised entities shall ensure proper affixing of FASTag on the windshield of assigned vehicle.
		Online/E-Commerce Platform	Customer	For online / e-commerce platform issuance, customer has to ensure proper affixing of FASTag on the assigned vehicle. Incase, the FASTag is found not to be affixed at toll plaza, concerned issuer bank (with which the tag has been linked to) shall blacklist the tag with prior intimation to IHMCL and Customer.

4. Further to streamline cases wherein the improper or non-affixation of FASTag is reported, the following process shall be adhered to:

Stage/Step	Description	Responsibility
Reporting	<ul style="list-style-type: none"> Cases shall be reported by the toll operators/any concerned with verifiable evidence in form photograph or video to concerned Acquirer Bank with a copy to NPCI through email. Additionally, for a quicker turn-around, the case may also be reported in the working WhatsApp "FASTag" closed group administered by IHMCL & NPCI. The concerned Acquirer Bank shall forward the case to concerned issuer bank of the FASTag. <p>NPCI email Id for reporting of such cases is as below: support.netc@npci.org.in</p>	<ul style="list-style-type: none"> Toll Operator/ Concessionaire & Acquirer Bank
Verification	<ul style="list-style-type: none"> Concerned Issuer Bank shall confirm the veracity of the case and revert to the Acquirer bank & NPCI. 	<ul style="list-style-type: none"> Concerned Issuer bank
Action	<ul style="list-style-type: none"> After successful verification, the concerned Issuer Bank shall blacklist the FASTag maximum within 3 hours on any working days (Mon-Sat) & within 4 hours in case of public holiday & Sundays, from the time of report by the concerned Acquirer Bank. 	<ul style="list-style-type: none"> Concerned Issuer Bank
Other	Any failure to blacklist a FASTag by concerned Issuer bank as per above process shall be escalated to IHMCL (etc.nodal@ihmcl.com). In case of repeated cases for any Issuer Bank, then appropriate penal action shall be initiated as per SLA document.	

5. This circular shall be applicable with immediate effect.

Thanking you,


 (Shailesh Yadav)
 General Manager - IHMCL

Copy to:

1. CMD-IHMCL
2. All ROs / PIUs – for necessary circulation to Concessionaire/Toll operation agency
3. CGM (CO Division)
4. NPCI
5. NHBF – for kind information and circulation among concessionaire and toll operating agencies.
6. All NETC Member Banks
7. All 'NHAI FASTag' issuing entities as authorised by IHMCL - for information