

**NPCI/2023-24/NETC/004**

**15<sup>th</sup> March, 2024**

To,

**All Issuers participating in NETC FASTag Product**

Dear Sir/Madam,

**Subject: Issuance of New FASTags to the Paytm Payments Bank Limited (PPBL) Consumers**

Based on the letter received from Indian Highways Management Company Limited (IHMCL), it is hereby conveyed to all the Issuers to take the following actions:

1. Issuers shall make necessary changes to facilitate FASTag issuance even to the vehicles of PPBL consumers which are in Hotlist
2. Issuers shall ensure adequate inventory of FASTags at all the Toll Plazas and other Point of Sale locations
3. Issuers shall ensure all the channels, ground force and call centres are sufficiently staffed and ready to serve PPBL consumers looking for replacement of FASTag

The above circular will be applicable with immediate effect.

Yours faithfully,

SD/-

**Kunal Kalawatia,**

**Chief of Products**