

NPCI/2019-20/NETC/003

28<sup>th</sup> Nov, 2019

To,

All Member Banks of National Electronic Toll Collection (NETC)

Dear Sir/ Madam,

**Subject: Enablement of FASTag Account Balance Check Facility**

With reference to 1<sup>st</sup> December 2019 mandate of paying toll charges through FASTag on National Highways, it has been observed that customers have started complaining about the lack of balance enquiry mechanism on social media and at toll plaza on account of their FASTag getting blacklisted.

In order to address this issue, it is advised to all Issuer Member Banks

- i. To enable the balance enquiry facility through a Missed Call Service so that the customer gets the account balance through an SMS. Members should prominently display the Missed Call number on their Bank website and aggrievedly promote it through their social media platforms.
- ii. It is also advised that till the time, banks develops the Missed Call functionality, they should send a daily SMS to their respective **Low Balance** FASTag account holders, informing their current balance as per the standard SMS format shared by NPCI.

Member Banks are requested to confirm their compliance in this regards.

Yours Faithfully,



**Praveena Rai**

Chief Operating Officer