



भारतीय राष्ट्रीय राजमार्ग प्राधिकरण  
(सड़क परिवहन और राजमार्ग मंत्रालय)  
**National Highways Authority of India**

(Ministry of Road Transport and Highways)  
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NHAI/13013/CO/2019-20/177464

Date: 15.01.2020

**POLICY CIRCULAR**

**Sub: Toll Discount on return journey within 24 hours and on local exemption through FASTag – reg.**

- Ref.:** (i) *NHAI Policy Guidelines on Standard Operating Procedure on Monthly pass through FASTag, dated 16 Feb 2018*  
(ii) *MoRTH Letters on Promotion of Digital Payments through RFID based FASTag, dated 19 July and 29 November 2019*

With reference to the above-mentioned Circular, dated 16 February 2018, in order to ensure effective decongestion at toll plazas and promote FASTag, it was decided that monthly passes, wherever applicable, shall be issued by concessionaire/toll plaza operators through FASTag only w.e.f. April 1, 2018.

- Vide Ministry letter No. H-25016/01/2018-Toll, dated 19 July 2019 and 29 November 2019, in order to promote digital toll payment, it was decided to declare all lanes in the NH Fee plazas as “FASTag lane of fee plazas” by 15 December 2019, while provisioning one lane (in each direction) which would be kept as hybrid lane to accept FASTag and other modes of payment. Further, in order to provide some relief to road users, it was directed that till 15 January 2020, only 25% of the lanes at a NH Fee plaza shall kept as hybrid lane, converting all remaining lanes into “FASTag lanes of Fee plaza.”
- In order to enable further penetration and widespread usage of FASTag for Toll Payments across India, it was deliberated that all concessions/discount applicable on toll plaza like return fare discount, local exemption shall be limited to toll payments paid via FASTag only.
- In view of above, in order to promote digital payments of toll via FASTag, it has been decided that discount for users who make return journey within 24 hours shall be provided only if the toll payments have been paid via FASTag. No return journey discount shall be provided to toll payments paid in cash or any other modes w.e.f. 15 January, 2020. Similarly, all local discount shall be provided by concessionaire/toll plaza operators through FASTag only w.e.f. 15 January, 2020.

Yours Sincerely

(Asheesh Sharma)  
Member (Finance), NHAI

**Copy to:**

- All officers at NHAI HQ/RO/PIUs/Site Offices
- CGM (CO) – for circulation to all Concessionaire and Toll Plazas operators for compliance.
- COO, IHMCL
- NPCI & NETC Member Banks - for necessary implementation and compliance please