



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

(Ministry of Road Transport and Highways)
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Ref: IHMCL/100%FASTag/ETC-Ops/2020/23

Date: 06.02.2021

To,
All Issuer Banks
NETC Programme

Subject: Removal of requirement of maintaining a threshold amount in the FASTag account/wallet (for Car/Jeep/Van segment only) – Reg.

Ref:

- i. Ministry Gazette Notification GSR 690 (E), dated 06.11.2020
- ii. SOP (Standard Operating Procedure) for 100% FASTag Mandate, dated 4 Dec 2020

Vide above-referred Gazette Notification and the directions of the Ministry of Road Transport & Highways, NHA & IHMCL is targeting 100% cashless tolling via FASTag by 15 February 2021. As a result of increasing strict monitoring & enforcement by NHA & IHMCL, the toll collection via FASTag has touched Rs. 89.27 Crore on 31 January 2021 and the number of FASTag transactions are also in the range of 55 lakhs per day. This reflects that FASTag penetration has reached nearly 80%.

2. However, it has been reported by various customers that the issuer banks are unilaterally mandating some threshold amount value for the FASTag account/wallet, in addition to the security deposit amount. As a result, many FASTag users are not allowed to pass through a toll plaza, in spite of having sufficient balance in their FASTag account/wallet. This has resulted into unwanted hassles and avoidable delay at toll plazas, leading to diminishing the FASTag user experience.

3. The above matter was deliberated in the VC meeting held on 29 Jan 2021 with the top Issuer Banks & NPCI, and it has been decided that the **practice of maintaining unilateral or arbitrary threshold value designated by all NETC issuer banks shall be removed for passenger segment (car/jeep/van) with immediate effect.** The FASTag users should be allowed to pass from the toll plazas if the FASTag account/wallet balance is **non negative**. If after crossing the toll plaza, the account balance becomes negative, the bank can recover the amount from the security deposit, which should be replenished at the time of first recharge by the user.

4. All NETC issuer banks are required to ensure strict compliance and NPCI is required to submit a compliance report by **10th February 2021.**

5. Please accord Top Priority.



(Akhilesh Srivastava)

CGM (IT & CO), NHA/ COO, IHMCL

Copy to:

- I. PPS to Secretary MoRTH
- II. PPS to Chairman, NHA
- III. PS to Member (Tech)/CMD, IHMCL
- IV. CEO, NPCI
- V. Media cell IHMCL & NHA.