



भारतीय राजमार्ग प्रबंधन कंपनी लिमिटेड

(एनएचएआई की एक पहल)

Indian Highways Management Company Limited

(An Initiative of NHAI)

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IHMCL/ManualFASTagTransactions/Policy/123819/269

Date: 25.05.2024

**Amendment to Manual Transaction Policy
(Decision Taken on e-office file No. E-123819)**

- Ref:** i. Manual Policy Circular E-123819, dated 13.04.2023
ii. IHMCL/ManualFASTagTransactions/Policy/123819, dated 03.10.2023

Sub: Two Stage Validation of Manual FASTag Transactions under FASTag Programme -Reg.

IHMCL vide letter No. Manual Policy Circular E-123819, dated 13.04.2023 and subsequent letter No. IHMCL/ManualFASTagTransactions/Policy/123819, dated 03.10.23, issued Manual Transaction Policy for VRN based transaction under exceptional circumstances in cases of poor-quality tags and active tag showing low balance in lane.

2. Post implementation of Manual FASTag transaction policy, there is an alarming increase in False Deduction complaints wherein the road users complain about deduction of User Fee even when their vehicle has not crossed the Toll Plaza. It is learnt that the Toll Collecting Agencies are entering incorrect VRN during the manual processing of FASTag transactions. In some cases, it is also observed that the manual transactions are being done through back-office system of System Integrators without any checks. Such transactions are directly sent to the respective Acquirer bank for further processing, leading to the deduction of the User Fee from the FASTag accounts of users who have actually not crossed the toll plaza, thus creating a fraud on road users.

3. In order to check such False Transaction Cases, it has been decided to implement 2 Stage Validation Process as outlined in **Annexure-A** in all VRN based Manual Transaction so that the accountability of both Toll Collection Agency and the System Integrator can be fixed.

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4. All System Integrators at NH/SH/State Government Toll Plazas are instructed to implement the 2-Stage Validation Process (**Annexure-A**) by **June 10, 2024**, at their assigned Toll Plazas. After June 10, 2024, any instances of false deductions or failure to implement the 2-Stage Validation Process will be dealt in accordance with the de-empanelment provisions outlined in the Manual Transaction Policy.

5. This issues with approval of the Competent Authority.

Encl: As above

 (25.05.24)

(A.R. Chitranshi)
Chief Operating Officer

To,

- i. All Concessionaires - through NHBF & HOAI
- ii. All User Fee Agencies - through NHAI CO Division
- iii. All System Integrators
- iv. All State Authorities
- v. NPCI
- vi. All Member Banks

Copy to: -

- i. CMD, IHMCL
- ii. CGM(CO), NHAI – For circulation to all empanelled user fee collection agencies
- iii. All ROs/PDs- For further circulation to all concerned Contractors/Concessionaires

Annexure-A

Two Stage Validation process for Manual FASTag Transactions (Amendment to Manual Transaction Policy issued vide IHMCL Letter No E-123819, dated 13.04.23)

1. Post implementation of Manual FASTag transaction policy, there is an alarming increase in False Deduction complaints wherein the road users complain about deduction of User Fee even when their vehicle has not crossed the Toll Plaza.
2. In order to put a check on such cases it has been decided that such transactions will no longer be directly sent to the Acquirer bank. Instead, a Two-stage validation mechanism shall be provisioned into the Toll Management System (TMS) software to scrutinize these transactions before sending to the Acquirer host. The Two-stage validation process will entail cross-referencing the Vehicle Registration Number (VRN) entered by the toll collector with the VRN image captured by the License Plate Image Capture Camera (LPIC) or Automatic Number Plate Recognition (ANPR) camera installed in the lane. The System Integrator (SI) shall implement a Two-stage validation process of Manual Transaction as below within the TMS software for the validation of all manual transactions.:
 - a. Stage-1 – All Manual transactions shall be validated by toll collecting agency.
 - b. Stage-2 – All validated transactions during Stage-1 shall be further validated by System Integrator of the toll plaza for rejection/approval of transaction before sending to Acquirer bank.

The credential for validation module of SI shall not be shared with the toll operating agency/concessionaire, failing which penal action shall be taken on the SI as per Manual Transaction Policy.

Following shall be the scenarios for validation:

a. **Scenario -1**

Vehicle image/ VRN is not captured by the LPIC camera, transaction shall be rejected by the SI/Toll Operating agency/Concessionaire.

b. **Scenario -2**

Vehicle VRN image is not match with the VRN entered manually by the Toll collector, transaction shall be rejected by the SI/Toll Operating agency/Concessionaire.

c. **Scenario -3**

Vehicle VRN image is match with the VRN entered manually by the Toll collector, transaction shall be approved by the SI/Toll Operating agency/Concessionaire and the transaction shall be posted to Acquirer Bank for processing.

The process flow diagram for the above scenarios is provided in Fig-1 below:

Fig-1

Process flow for 02 Stage Validation process of Manual FASTag Transaction

