



भारतीय राजमार्ग प्रबंधन कंपनी लिमिटेड

(एनएचएआई की एक पहल)

Indian Highways Management Company Limited

(An Initiative of NHAI)

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IHMCL/FASTag/Circular/2025-26/E-303011/746

Date: 30.12.2025

Policy Circular
(Decision Taken on E-File No 303011)

Subject: Mandatory Validation of Vehicle Details from VAHAN prior to FASTag Activation and Discontinuation of KYV for VC-4 Vehicles

1. This has reference to the NETC Procedural Guidelines (PG v2.1) governing issuance, activation and validation of FASTags, which mandate Issuer Banks to validate vehicle details from the VAHAN database.
2. As per the extant provisions of PG v2.1, Issuer Banks are mandated to verify vehicle details from VAHAN, ensure correctness of vehicle class, proper tag fixation, upload of legible documents and images, and accuracy of data entered.
3. Notwithstanding the above, IHMCL has been receiving regular complaints relating to activation of FASTags without proper validation, loose or improperly affixed FASTags, incorrect issuance, and public harassment due to post-activation KYVs.
4. The matter has been examined and it has been decided to make FASTag issuance process more compliant and convenient for general public. It has been also decided that all validation of the FASTag shall be done prior to the activation of FASTag.
5. Accordingly, all Issuer Bank/Entities are directed to implement the following directions **with effect from 01.02.2026:**

A. Activation of Tag only after validation

- a. Activation of Tag shall be done only after validation of vehicle details from VAHAN. The T+3 days window for validation from VAHAN as mentioned in Procedural Guidelines 2.1 shall **stand discontinued**.

b. In case the vehicle details are not available in VAHAN, it shall be sole responsibility of the Issuer Bank to validate the vehicle details by uploading vehicle Registration Certificate etc. In any case the activation of the Tag shall be done only after complete validation by Bank. For avoidance of doubt, the Bank shall validate from RC of vehicle only when vehicle details are not available in VAHAN. Issuer Bank has to establish that the details of vehicle are not available with VAHAN. IHMCL reserves the right to independently verify the same from VAHAN.

c. The Bank shall be fully responsible to ensure that the NETC mapper shall not be updated with the Tag ID unless the validation has been done by the Issuer bank.

d. The online sold Tags shall be activated only when they have been validated by the Banks through VAHAN.

B. KYV for VC-4 (Car/Jeep/Van)

a. **For New Issuance-** The KYV for all new FASTag issuance for VC-4 category vehicles shall be discontinued and their activation shall be mandatorily done as per Sl No 5(A) above.

b. **For old Issuance-** In case of complaint received against a Tag issued prior to the date of issue of these guidelines (Loose FASTag / incorrect issuance), the Tag shall be placed on Exception Code-05 and KYV shall be mandatorily done to remove Exception Code-05. KYV is not required if complaint is not received against any VC-4 category Tag.

c. The KYV for all other vehicle class shall be carried out as per NPCI Circular dated 20.06.2024 and extant NETC Procedural Guidelines.

C. Penal Provisions / Damages for Non-Compliance

a. **Suspension of Issuance-** In case any instance of non-compliance of above guidelines is reported, IHMCL shall suspend FASTag issuance by the concerned Issuer Bank for a minimum period of one (1) month, without prejudice to any other action permissible under the NETC framework. In case of repeated non-compliance, the suspension period may be extended upto six months.

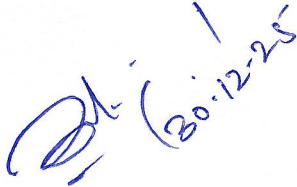


b. **Audit of Issuer Banks-** IHMCL shall conduct audits of Member Banks in accordance with the Service Level Agreements (SLAs) prescribed under NETC Procedural Guidelines.

6. It is hereby clarified that this Circular modifies the NETC Procedural Guidelines (PG v2.1) only to the extent explicitly stated herein. All other provisions of Procedural Guidelines (as amended from time to time), including but not limited to SLAs, penalty clauses, damages and enforcement mechanisms, shall remain fully applicable and enforceable without any dilution.

7. Issuer Banks shall ensure immediate dissemination of these instructions to all concerned teams, PoS agents, service providers and channel partners, and ensure strict compliance. Any deviation shall be viewed very seriously.

8. This issues with the approval of the Competent Authority.


(A R Chitranshi)
Chief Operating Officer

Copy to:

1. PSO to Secretary MoRTH
2. PPS to Chairman NHAI
3. Member(Admn) NHAI cum CMD IHMCL
4. Chief General Manager(Commercial Operations)
5. Sh Dilip Asbe, CEO & MD NPCI
6. Sh Kunal Kalawatia, Chief of Product, NETC, NPCI
7. All Member Issuer Banks/Entities NETC Program
8. IHMCL Web-Admin- To upload on Website