



भारतीय राजमार्ग प्रबंधन कंपनी लिमिटेड

(एनएचएआई की एक पहल)

Indian Highways Management Company Limited

(An Initiative of NHAI)

जी-5 एवं 6, सेक्टर-10, द्वारका, नई दिल्ली-110075

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Policy Circular
(Decision Taken on E-File:123819)

Date:23.03.2026

Subject: Discontinuation of the Manual Transactions at Fee Plazas.

Ref:

- a. IHMCL Letter No E-123819 dated 13.04.2023
 - b. IHMCL Letter No IHMCL/ManualFASTagTransactionPolicy/123819 dated 03.10.2023
 - c. IHMCL Letter No IHMCL/ManualFASTagTransactionPolicy/123819/219 dated 25.05.2024
 - d. NPCI Letter No NPCI/2025-26/NETC/033 dated 11.12.2025
1. The Manual Transaction Policy was issued vide above-referred Circulars in order to address concerns related to poor-quality FASTags, in-lane recharges etc. The Policy permitted Vehicle Registration Number (VRN)-based Manual Transactions under exceptional circumstances, through manual entry of the VRN with an 'M' indicator. However, it has been observed that Toll Operators have extensively misused this provision, generating a high volume of manual transactions. In several instances, incorrect VRN entry by Toll Operators has led to wrongful User Fee deductions from vehicles that did not actually cross that, Toll Plazas. This misuse has caused a significant increase in customer grievances and chargebacks, as reported by NPCI.
 2. In order to strengthen systemic discipline within the NETC ecosystem, aligning with current technological advancements, and in compliance with directions of the Regulator, it has been decided to discontinue creation of transactions by manually entering the VRN at Toll Plazas w.e.f. 01.05.2026.
 3. The Concessionaire / System Integrators are encouraged to improve the ETC infrastructure and use Camera Vision ANPR Technology to create automated transactions. It is reiterated that in no case the transaction shall be created by manually entering the VRN by Toll Collection Agency. The System Integrators and Acquirer Banks shall disable any such provision in their systems.
 4. Damages: With effect from 01.05.2026, any transaction created by manually entering the VRN through the Toll Management Software (TMS) or a reported case of false deduction will attract Damages as under:

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S. No	Stakeholder	Damages	Remarks
1	User Fee Collection Agency/BOT/TOT/InvIT Concessionaire	Rs 25,000/- per case	Damages shall be deducted directly from Acquirer Bank
2	System Integrator in case of IHMCL Plaza Concessionaire/Contractor if ETC Infra is under DLP of Highway Contract	Rs 25,000/- per case	Deduction from Bills / encashment of Performance Security
3	Acquirer Bank	(a) Damages as per Contract Agreement for Acquiring Services. (b) Reporting to Regulator for violation of the Rules.	

5. The Fee Plazas where Multi Lane Free Flow Tolling is implemented shall continue to be governed by RFP conditions and Policy Guidelines therein. For all other Toll Plazas, this Policy Circular shall supersede the Manual Transaction Policy at Ref- 1, 2 & 3 w.e.f. 01.05.2026.
6. This issues with the approval of the Competent Authority.


 (Mudit Agarwal)
 Chief Executive officer

Copy to the following for kind information and necessary action:

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- a. Sh. Kunal Kalawatia, Head of Product, NPCI
- b. All Member Acquirer Banks NETC Program
- c. All System Integrator NETC Program
- d. AIUCF
- e. Secretary General, HoAI
- f. Secretary General, NHBF