



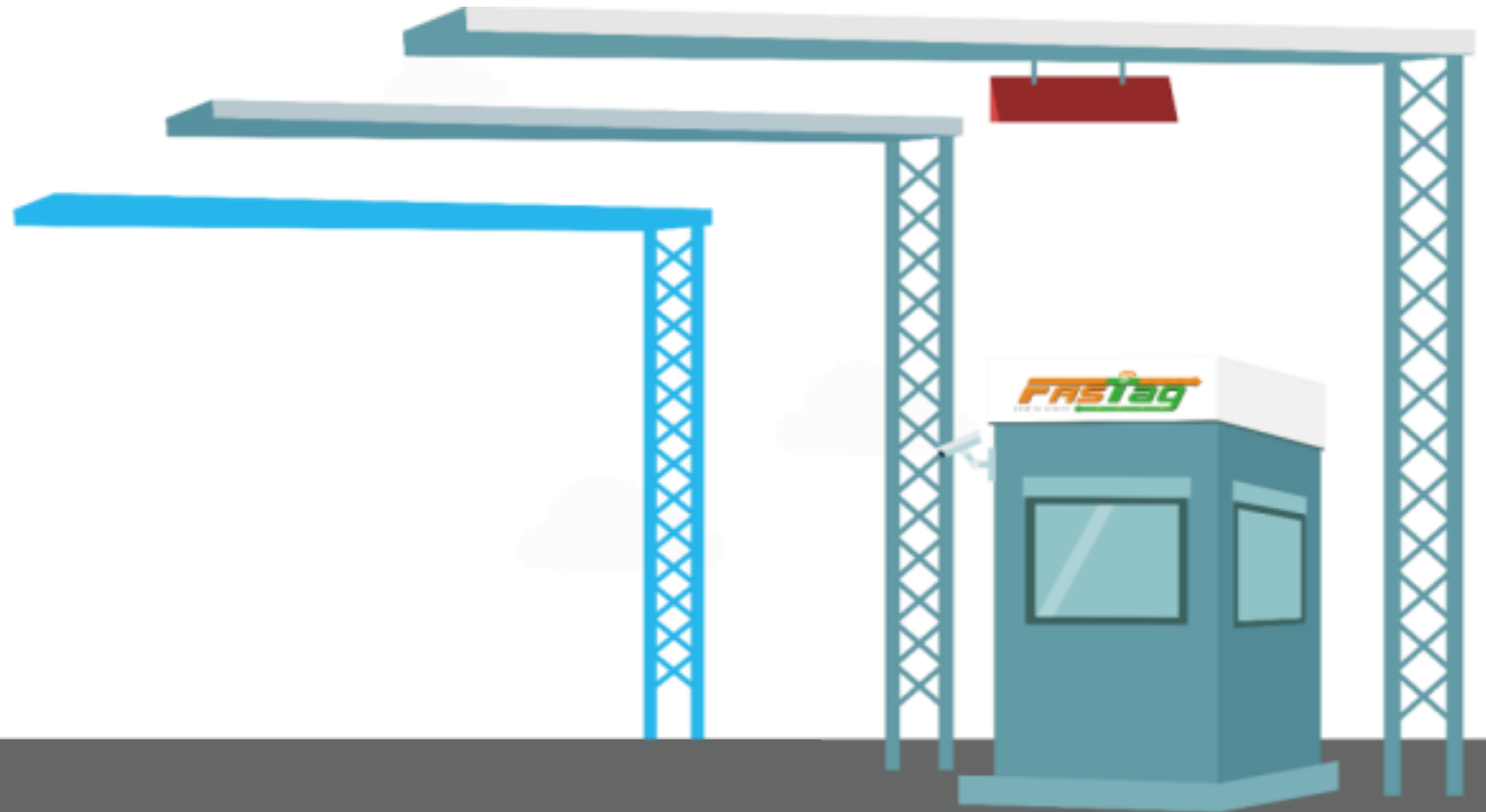
FASTAG SOLUTION CUSTOMER PRESENTATION

SIMPLE | SECURE | SEAMLESS

What is a FASTag?



FASTag is a device created by NHAH that employs **Radio Frequency Identification (RFID) technology**, for electronic collection of tolls on National Highways.



The FASTag Program

Today's Scenario

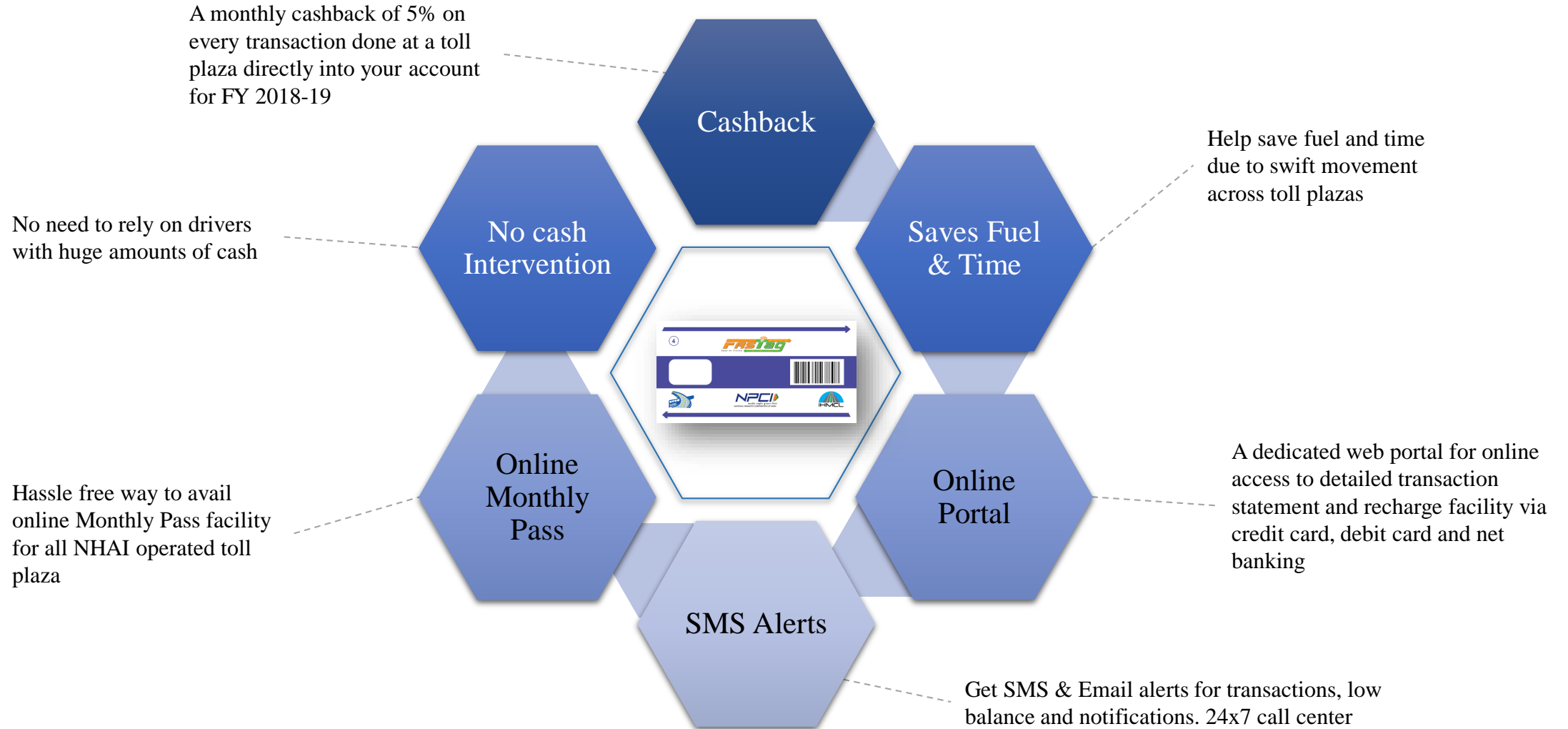
- Program launched by National Payments Corporation of India (NPCI), the Technology hub for Indian Banks, in Sept 2016 on behalf of NHAI / IHMCL (Govt. of India)
- Part of the 'Digital India' & 'Cashless India' Initiatives of PM Modi
- Pan India Footprint – Single Tag valid across all toll plazas on the National Highway



Future Dynamics

- State and City highways to come under the NETC program very shortly.
- Parking / Fuel refilling to become a part of the program
- Mandatory for all new vehicles delivered post 1st December 2017
- 40+ MSRDC Toll Plazas being added soon

Benefits of FASTag



Monthly Pass Issuance Steps



Bank Logo

Pass Receipt

Issue Date :	05/30/2018	Plaza Name :	Yedeshi Toll Plaza @ Km 77.650
Transaction Id :	661805301810220005	Plaza Id :	340003
Tag Id :	34161FA820328EE8026BCB00	RRN (PG) :	107378039963
VRN :	MH02EP9285	Pass Type :	MP
Amount :	125.00	Start Eff. Date :	06/01/2018
		End Eff. Date :	06/30/2018

* This Receipt is computer generated and does not require signature.
** The pass has been successfully issued, please note that the pass amount would not be refunded.
*** Kindly contact the respective plaza for any further information or clarifications.

Customer Care No :1033

1. FASTag holders or Customer visits NHAI portal <http://nhai.gov.in/> and Click on “FASTag Monthly Pass” link
2. Customer select the Plaza name – ID and Enter the captcha value
3. Customer get redirected to the acquiring bank page where the customer will enter Tag ID or VRN
4. System will check and validate
5. If the validation successful, it will move to next step or throw the error message
6. The customer has to choose the various pass scheme option of Plazas
7. Customer has to declare the acceptance of ToS and select the payment options
8. Post conformation, customer will be redirected to the acquirer payment gateway page to complete the process
9. Customer will get pas receipt on acquirer bank page. Customer may print the receipt / download for future reference.

Vehicle Classification

NPCI Vehicle Class	Description	FASTag Color
4	Car / Jeep / Van / Tata Ace and Similar mini Light Commercial Vehicle	Violet
5	Light Commercial vehicle 2-axle	Orange
6	Bus/Truck 3-axle	Yellow
7	Bus 2-axle / Mini bus, Truck 2-axle	Green
12	Tractor / Tractor with trailer, Truck 4, 5 & 6-axle	Pink
15	Truck 7-axle and above	Blue
16	Earth Moving / Heavy Construction Machinery	Black

Some General FAQs



What are the fees and charges for FASTag?

A FASTag has a one-time issuance fee of INR 100 and a refundable security deposit as per the classification of the vehicle

Can a FASTag user avail a monthly pass?

Yes. A FASTag user can avail a monthly pass on his/her FASTag through <http://www.nhai.org/>.

Is there a specific lane at toll plazas for FASTag users?

Yes, a FASTag user will have to use the lane/s demarcated for FASTag

How would a FASTag user cross a toll plaza if the ETC equipment is not working?

If the tag reader is not working at the toll plaza, the toll operator will read the FASTag with a handheld reader. In case the reader is not working, the FASTag user has to be allowed to pass for free, as per the directives of the Government of India.

How would a user report an incorrect deduction and how will he/she get back the same?

A FASTag user can report an incorrect deduction by calling the Issuing Bank's call center. A review of the request will be done by the bank officials and if found correct, the incorrect deduction will be reversed.

Some General FAQs

What can a FASTag user do in case the tag is lost? What will happen to the account balance?

The FASTag user needs to call the Issuing Bank's customer care and get the FASTag blocked. Once a new FASTag is provided, account balance will be transferred.

If a FASTag user resides within 10 Km of a particular Toll plaza, can he/she get the concessions available for local vehicles?

Yes, the user will need to submit documents to the concessionaire validating that they residence within 10km of a particular plaza. Once it is verified, they may avail the concession on the FASTag assigned to their vehicle.

In case of Harassment/ misconduct/ discourteous/ rude behaviour of toll collection staff, what can a FASTag user do?

In case of such a scenario, a complaint can be lodged with respective Project Directors at the toll plaza or the user can call NHAI's toll free number 1033.



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