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No.H-25016/01/2014-Toll
Government of India
Ministry of Road Transport & Highways
(Toll Section)
Transport Bhawan, 1, Parliament Street, New Delhi -110001

Dated, the 5th March, 2018


Subject: FASTag implementation on MoRTH/ NHAI Fee Plazas - reg.

References:

- (i) NHAI Letter No. NHAI/13013/CO/2017-18/GM(CO) dated 29.11.2017
- (ii) NHAI Letter No. NHAI/13013/CO/2017-18 dated 13.10.2017

1. The undersigned is directed to refer to the above cited communications/ references from the NHAI regarding its proposal that when a vehicle with a valid, functional FASTag or any such device with sufficient balance in the linked account, is not able to pay user fee through FASTag or any such device due to malfunctioning or non-functioning of the ETC infrastructure, such vehicle shall be entitled to a free passage and an appropriate zero transaction receipt shall be issued mandatorily for all such transactions. ETC infrastructure shall mean a set of equipment comprising of hardware and software which will facilitate payment of user fee using electronic means.

2. The above proposal of NHAI has been examined and accorded "in principle" approval, keeping in view that the road user adopting ETC mode of payment of user fee must feel reassured about certain level of SLAs to him. The comfort proposed herein by itself becomes a SLA for the Toll Operator. Further, necessary action may be taken by the NHAI, including signing of Supplementary Agreement with the existing Concessionaires, to implement this decision.


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Copy to:

 The DG(RD) & SS, Ministry of Road Transport & Highways, Transport Bhawan, New Delhi
for his information please.

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