

## FAQs

### **What is FasTag ?**

FASTag is a device that employs Radio Frequency Identification (RFID) technology for making toll payments directly from the Current account linked to it. It is affixed on the windscreen of your vehicle and enables you to drive through toll plazas, without stopping for cash transactions.

### **How can I buy NETC FASTag?**

You can visit your nearest DNS bank branch. Please carry the Vehicle Registration Certificate (RC Book) and passport size photo to the branch to enable us to provide you the Tag in no time. If you have a savings account with the Bank, you can link that account to the Fastag. If you don't have any relationship with the Bank, ask for Savings Account opening form and get the account opened instantly.\*T & C

### **What are the documents required to be submitted to apply for NETC FASTag?**

"Customer needs to submit the following documents along with the application form for NETC FASTag:

- Signed NETC FASTag application form, provided by bank which customers need to fill and submit to the bank.
- Registration Certificate (RC) of the vehicle
- Passport size photograph of the vehicle owner
- KYC documents as per the category of the vehicle owner
- A valid driving license
- Image of Vehicle (Optional)."

### **What do I do if there is an incorrect deduction of toll charges**

We request you to kindly contact the issuing bank's customer service desk to report the incorrect deduction issue. They will review your complaint and based on its merit, raise a chargeback for the excess.

### **Is NETC FASTag working on all State Highway tolls**

NETC FASTag can be used in all toll plazas of National highways and for a few State Highways where it has been implemented. However, we request you to check the list of NETC FASTag enabled plazas on your bank's website to ensure it works for the highways you use.

### **What is normal minimum distance between two adjacent Toll Plazas?**

As per the fee rules 2008, the spacing between two adjacent toll plazas should be 60 km.

### **Why are the toll rates different for different vehicle categories?**

The categorization is primarily based on the size and load they carry and type of use (commercial/personnel) of a vehicle.

### **How I Can avail a monthly pass?**

The monthly pass facility is specific to each toll plaza. You may call your Toll Free customer care to check the details. You can also avail Monthly Pass Facility on NHA website.

### **In case of harassment/ misconduct/ discourteous/ rude behavior of toll collection staff, what should we do?**

In case of such a scenario, a complaint is to be lodged with respective Project Directors at the toll plaza. Further, the incident may be reported at [etc.nodal@ihmcl.com](mailto:etc.nodal@ihmcl.com) or call on toll free number 1033

### **What are the charges for NETC FASTag?**

NETC FASTag will cost a maximum of 100/- as per the guideline from the MoTH (Govt. Of India). However few banks are offering it free of cost. Bank will collect additional money from customers to fund the NETC FASTag link wallet and details of the same are available on the Issuer Bank website.

1. NETC FASTag has a onetime Fee for tag issuance exclusive of taxes. In addition to this, a refundable security deposit depends on the vehicle type has to be kept with the Bank. Please check the 'Fees and Charges' section for details.
2. The current account will have a minimum threshold balance of Rs.6,000/- and for savings account the minimum threshold amount is Rs. 1,500/-. If the account balance falls below the threshold the status of the all tags linked to the said account will be changed to low balance and auto-debit facility for all tags will be discontinued and the customer will have to pay toll amount in cash.
3. Once the balance in the account is restored above the threshold requirement the auto-debit facility for all tags will be immediately restored.
4. Following are the tag charges (Tag issuance charges and Security Deposit)

Vehicle Class	Description	Vehicle Class Colour	Security Deposit per tag (Refundable) (Rs.)	Tag Issuance Charges. (Rs.)
VC4	Car/Jeep/Van/Tata Ace and similar mini Light Commercial Vehicle	Violet	200	100
VC5	LCV (Light Commercial Vehicle)	Orange	300	100
VC6	Three Axle Commercial Vehicle/Bus	Yellow	400	100
VC7	Bus/Truck 2 Axle	Green	400	100
VC12	Truck/ Tractor 4 to 6 Axle	Pink	500	100
VC15	Truck 7 or Multi Axle	Blue	1000	100
VC16	arth Moving/ Heavy Construction Machinery	Black	1000	100

Which are the roads where the tag can be used?

NETC FASTag is accepted at 600+ toll plazas on National & State Highways across the country. New toll plazas are getting added every month, you can see the list of plazas in the 'Active Toll Plazas' section on [www.ihmcl.com](http://www.ihmcl.com) website.

**I have two vehicles. Can I use one NETC FASTag for two vehicles?**

You can use only one tag with one vehicle. Once Tag is affixed on the windshield of the vehicle, it cannot be removed as it will get destroyed and will not work at the toll plaza.

**Do I need to use any specific lane at the toll plaza for NETC FASTag?**

Yes, the you have to use the lanes demarcated only for NETC FASTag users. Only NETC FASTag marked lanes have the required RFID infrastructure installed to read NETC FASTag. In case you enter cash- lane, the NETC FASTag will not be read and cash needs to be paid.

**How would I know that the correct user fee has been deducted from my NETC FASTag account?**

Post payment through NETC FASTag, the Customer will receive an SMS on his registered mobile number for each transaction and balance is deducted from your NETC FASTag account. You can also check the toll fare on the NHAI website for your respective toll plazas.

**What do I have to do if I have lost/ damaged my RFID Tag? What will happen to the account balance?**

You should report the damage or loss of tag/vehicle to his bank immediately by calling on bank call center or visit the nearest bank branch and request to blacklist the tag so no further transaction is allowed on the NETC FASTag. Balance amount in NETC FASTag account will be blocked. Customer can apply for new NETC FASTag get the balance amount transfer to his new NETC FASTag account or withdraw the balance amount by giving request this bank.

**Why the NETC FASTag user fees (toll) rate is different at 2 Toll Plazas?**

User fees on a particular toll plaza is based on this distance of the road and type of highways i.e. National Highway, State Highway and Express Highway.

### **How do I block my NETC FASTag account, in case my vehicle is lost?**

You should call his Issuing bank customer care numbers and block his NETC FASTag account.

You can call up bank's customer care number and block your FASTag. You can request for issuing a new Tag which will be linked to your Tag linked account.

### **Can NETC FASTag be used for passage through toll plazas on the state highways?**

NETC FASTag can be used on few of the state highway toll plazas. List of state highway toll plaza enabled with NETC FASTag is available on [www.ihmcl.com](http://www.ihmcl.com).

### **Why full user fee (toll) is to be paid although we travel a small length on the project road?**

In India, the tolling is generally under the open system, whereby fee payable is a fixed amount based on the length of stretch under one project which is normally 60 kilometers. If a stretch is of lesser length, user fee of actual length only is collected.

### **I reside within 10 km of a particular toll plaza. Do I need to take NETC FASTag to get the concessions available for local vehicles?**

Local concession or any other discount can be avail through NETC FASTag. For local pass concession, Customer need to get the eligibility proof from toll plaza and submit the proof while applying for NETC FASTag along with relevant document to his Issuing bank to avail applicable concession in toll fee.