

NHAI Strengthens Process for Reporting 'Loose FASTag' for Blacklisting

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To ensure smooth tolling operations and strengthen reporting of 'Loose FASTags', NHAI has further streamlined its policy for the Toll Collecting Agencies and Concessionaires to immediately report and blacklist 'loose FASTags', that are also commonly called "tag-in-hand". In view of upcoming initiatives like the Annual Pass System and Multi-Lane Free Flow (MLFF) tolling, it is critical to address this issue to ensure FASTag authenticity and system reliability.

FASTags are sometimes deliberately not fixed on the windscreen of the vehicle by the owners. Such practices pose operational challenges leading to lane congestion, generation of false chargebacks, misuse in closed loop tolling system, causing overall disruption of the Electronic Toll Collection framework, resulting in unnecessary delays at toll plazas and inconvenience to other National Highway users.

To ensure timely corrective measures, NHAI has provided a dedicated email ID and has directed the Toll Collection Agencies and Concessionaires to immediately report such FASTags. Based on the reports received, NHAI will take immediate action to initiate blacklisting / hotlisting of the reported FASTags.

With penetration rate of over 98 percent, FASTag has revolutionized the Electronic Toll Collection system in the country. Loose FASTags or "tag-in-hand" pose a challenge to the efficiency of Electronic Toll Collection operations. This initiative will help to make toll operations more efficient, ensuring seamless & comfortable journeys for the National Highway users.

SR/GDH/SJ

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