



NHAI Rajmargyatra App Hosts 'OneTag' FASTag Portability Service

Availability of 'OneTag' FASTag portability has expanded the citizen centric services available for National Highway users on Rajmargyatra Mobile App

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In order to enhance consumer choice for FASTag users, 'OneTag' - a FASTag portability service is now available on National Highways Authority of India (NHAI) *Rajmargyatra* App. The initiative enables FASTag users to change their issuer while retaining the existing FASTag affixed to their vehicle, eliminating the need to obtain a new physical tag. The availability of 'OneTag' FASTag portability has expanded citizen centric services available for National Highway users on *Rajmargyatra* App, which include FASTag Annual Pass, FASTag Local Pass, Emergency Helpline 1033 among other services.

The Rajmargyatra app guides users through the FASTag portability process. FASTag users can login to App and enter their vehicle registration number to check eligibility. The user will receive a verification six-digit Mobile Verification Code (MVC) from current issuer bank. Following authorization, the user will be required to select a new issuer, complete customer verification and wallet onboarding with the new issuer to complete the portability process. Following successful portability, the existing FASTag ID linked to vehicle registration number will remain unchanged, allowing users to continue using the same physical tag with a different issuer bank.

After portability is completed, previous issuer will close the existing FASTag wallet and refund the available balance, post applicable adjustments. Also, interoperable FASTag has a cooling period of 6 months before it can be ported again.

The 'OneTag' initiative will help to improve FASTag lifecycle management by reducing the need for repeated tag production, thereby lowering operational costs, dispatching and reissuance expenses. 'OneTag' will also help to streamline the issuer-switching journey, enhance customer choice and contribute to a more interoperable and efficient FASTag ecosystem.

With a penetration rate of over 98 percent and around 13 crore users, FASTag has revolutionized the Electronic Toll Collection system in the country. The introduction of 'OneTag' will further strengthen the digital tolling architecture and provide FASTag users with greater flexibility, while retaining the existing physical tag and proving greater convenience to the National Highway users.

GDH/DS

