NHAI Clarifies Vehicle Insurance Renewal SMS Alerts Are Part of Awareness Initiative; No Challans or Penalties at Toll Plazas

Proposed initiative is purely informational, aimed at encouraging timely renewal and responsible vehicle ownership

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National Highways Authority of India (NHAI) would like to clarify that SMS notifications currently being received by select National Highway users regarding vehicle insurance renewal are part of an ongoing testing process for a proposed public awareness initiative.

NHAI emphasizes that the initiative is purely informational and advisory in nature. There is no provision for issuing challans or imposing any penalties at toll plazas in connection with these alerts. Highway users are assured that the SMS system is not linked to any enforcement or punitive action at toll plazas. The notifications are intended simply to alert vehicle owners about the upcoming expiry dates of their motor insurance policies, encouraging timely renewal to ensure continuous coverage.

By facilitating advance reminders, NHAI aims to promote responsible vehicle ownership and support compliance with statutory road safety requirements through awareness. Through such initiatives, NHAI remains committed to encouraging safe road-user behaviour and strengthening the broader road safety ecosystem.

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