



No. 25016/02/2018-Toll
Government of India
Ministry of Road Transport & Highways
(Toll Section)

Transport Bhawan, 1, Parliament Street, New Delhi-110001

Dated the 9th November, 2019

To,

The Chairman,
National Highways Authority of India,
G-5&6, Sector - 10, Dwarka,
New Delhi - 110075.

Subject: Standard Operating Procedure (SOP) and Guidelines for issuance of FASTag to exempted category of mechanical vehicle under National Highway Fee (Determination of Rates and Collection) Rules, 2008 as amended.

Sir,

This has reference to this Division's letter of even number dated 8th November, 2019 wherein Guidelines and Standard Operating Procedure (SOP) for issuance of FASTags to exempted category vehicle under NH Fee Rules, 2008 had been issued. Please find revised guideline and SOP dully approved by the Competent Authority for necessary action.

Yours faithfully,

1.7.19 9.11.19

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Copy for information to:

1. PS to Hon'ble Minister, RT&H
2. PPS to Secretary, MoRT&H
3. PPS to Special Secretary, MoRT&H
4. PPS to DG(RD) & SS, MoRT&h
5. PPS to JS (Highway), MORT&H
6. PS to JS(Toll), MoRT&H

**GUIDELINES AND STANDARD OPERATING PROCEDURE (SOP) FOR ISSUANCE OF
FASTAG TO EXEMPTED CATEGORY OF MECHANICAL VEHICLES.**

Dated the 8th Novembr, 2019

Ministry of Road Transport and Highways has introduced RFID based FASTag to implement Electronic Toll Collection (ETC) programme so as to remove delays and congestion at user fee plazas and also to smoothen the user fee collection operation.

I. OVERVIEW AND EFFECTIVE DATE:

- 1.1. Presently, user fees collection through ETC is accounting for ~34% of total user fees collection and its adoption is increasing at a very fast rate. However, as we move forward, it is imperative to include more road users and encourage them to use FASTag.
- 1.2. As a part of this endeavour, it has been decided that all categories of vehicles included under the category of “exempted from paying user fees” as per Rule 11 of National Highways Fees (Determination of Rates and Collection) Rules, 2008 and subsequent amendments, should also be encouraged to use FASTag. This will have a good demonstrative effect on all other road users and will encourage them to use FASTag for seamless movement across user fee plazas.
- 1.3. Effective Date: This Standard Operating Procedure (SOP) shall be effective from the date of circulation by NHAI (“Effective Date”).

II. STANDARD OPERATING PROCEDURE:

- 2.1. Exempted category FASTag shall be issued to road users as per Rule 11 of NH Fee Rule 2008 and subsequent amendments (List of Exempted category of mechanical vehicles annexed at Annexure-1), based on application made by self or an authorized representative.

- 2.2. NHAI shall be the nodal point to facilitate all matters relating to issuance of all exempted FASTag.
- 2.3. Exempted FASTag shall be issued free of cost to the exempted categories of mechanical vehicles as per NH Fee Rule 2008 and subsequent amendments.
- 2.4. NHAI or any agency authorized by NHAI, shall procure the exempted FASTag, coordinate the entire process and maintain proper record. Initially 5,000 (Five thousand) exempted FASTag may be procured from the Tag Manufacturers and further procurement of exempted FASTag may be done as per requirements. This agency shall be responsible for the following:
- a. Tag procurement and inventory management, based on requirement.
 - b. Co-ordinating with NHAI-ROs for issuance of exempted FASTags and record keeping.
 - c. Addressing dispute w.r.t. complaints regarding malfunctioning or any other related complaint in this regard.
- 2.5. NHAI/ the agency authorized by NHAI shall be the single issuer of all exempted categories of FASTag across India. No member banks shall be allowed to issue exempted category FASTag from the date of issue of this SOP.
- 2.6. The linking of bank account details with "FASTag" in respect of dignitaries covered under Rule 11 (a) of NH Fee Rules 2008, as amended, is optional. However, it is advised that all these FASTags be linked to any issuer bank account or pre-paid payment instrument (e.g credit/ debit card, e-wallet, etc), so that proper record keeping can be ensured through generation of zero transaction receipts. Linking of the exempted FASTag to bank account shall also ensure its usability even after completion of the period of exemption for which the FASTag is designated.

- 2.7. A monthly report regarding the issuance of exempted FASTag shall be submitted to MoRT&H and NHAI HQ by 5th of every month.
- 2.8. For the avoidance of doubt, it is clarified that, vehicles/persons that have been exempted from payment of user fees but have not been affixed with functional exempted FASTag shall continue to reap the benefit of non-payment of user fees upon production of valid ID card.

3. Detailed mechanism of issuance of exempted FASTag:

- 3.1. It has been decided that receipt of application and internal scrutiny and processing of application shall be done online. (NHA/Agency authorized by NHAI shall develop a web-portal for facilitating the issuance of Exempted FASTags and web-link of which may be provided in home page of web site of MoRT&H & NHAI). Till development of such web-page, application can be made in physical form.
- 3.2. The requisite Application, along with the applicable documents, will be submitted through the web-page (or physical application, till such web-page is made operational) by the self, or an authorized representative, to the respective Regional Office (RO), NHAI.
- 3.3. All applications for exempted category of FASTag shall be submitted through the form (Refer Annexure-2).
- 3.4. Exempted FASTag shall be valid for 5 years in case of Government vehicles, 1 year in case of private vehicles and to be renewed subsequently as per eligibility and rules. Exempted FASTag for MP and MLA/MLC shall be valid for respective tenure of parliament/assembly.
- 3.5. Details of the dignitaries/ mechanical vehicles for which exempted FASTags to be provided is as under:
- a. For Dignitaries as mentioned in Rule 11(a) exemption is available to vehicle transporting the dignitaries and accompanying security vehicle. One FASTag may be issued in the name of the

dignitary/official irrespective of ownership of vehicle. Issuance of FASTag for accompanying security vehicles of such dignitaries shall be limited to Government vehicle only.

- b. As per Rule 11(b), vehicle used for official purpose are only exempted. In light of this, issuance of FASTag under this category should be limited to that vehicle only.
- c. As per Rule 11(c, d & e) namely for Ambulance, Funeral van & vehicle for persons with physical defect or disability, issuance of FASTag will require providing of requisite document in this regard by the applicant.
- d. Member of Parliament (MP) will be issued two FASTag, for two vehicles i.e. one for New Delhi and one for her/his constituency.
- e. Member of Legislative Assembly/Legislative Council (MLA/MLC) of a State will be issued one FASTag for their vehicles for the State.

3.6. RO-NHAI after scrutiny of application and the documents, will take the following action: -

- a. If application is found in order- forward it to NHAI/ the authorized agency for issuance of exempted FASTag.
- b. If application detail/document are found inadequate - seek clarification from applicant. Re-examine the application upon resubmission by applicant.
- c. If any clarification needed regarding Policy/Rule- refer matter to NHAI HQ for clarification.

3.7. Upon successful verification of the application form, NHAI HQ/ the agency authorized by NHAI will issue exempted FASTag to respective RO-NHAI and a proper record there-of shall be maintained.

- 3.8. Subsequent to receipt of exempted FASTag from NHAI HQ/ the authorized agency, RO-NHAI shall get it fixed on the designated vehicle and record of receipt of application and exempted FASTag issued/fixed on vehicle shall also be maintained.
- 3.9. A monthly report in this regard, compiled from all the NHAI-ROs and the agency authorized by NHAI for issuance of exempted FASTag shall be submitted to MoRT&H and NHAI HQ by 5th of every month.
- 3.10. All exempted category FASTag which have previously been issued by various banks shall be reviewed and if needed new exempted FASTag will be issued and fixed in the designated vehicles within six months.
4. NHAI-HQ shall review the process of issuance of exempted FASTag and the list of mechanical vehicles exempted from payment of user fees, from time-to-time, to ensure appropriate issuance of exempted FASTags in conformity to the National Highways Fees (Determination of Rates and Collection) Rules 2008, as amended from time to time. The guidelines and the standard operating procedures may be further detailed and/or amended as per requirement.

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Annexure-1

Sl. No.	Exempted Category of Mechanical Vehicle	Code
(a)	<u>Transporting and accompanying -</u>	
(i.)	The President of India;	1
(ii.)	The Vice-President of India;	2
(iii.)	The Prime-Minister of India;	3
(iv.)	The Governor of a State;	4
(v.)	The Chief Justice of India;	5
(vi.)	The Speaker of the House of People;	6
(vii.)	The Cabinet Minister of the Union;	7
(viii.)	The Chief Minister of a State;	8
(ix.)	The Judge of the Supreme Court;	9
(x.)	The Minister of State of the Union;	10
(xi.)	The Lieutenant Governor of a Union territory;	11
(xii.)	The Chief of Staff holding the rank of full General or equivalent rank;	12
(xiii.)	The Chairman of the Legislative Council of a State;	13
(xiv.)	The Speaker of the Legislative Assembly of a State;	14
(xv.)	The Chief Justice of a High Court;	15
(xvi.)	The Judge of a High Court;	16
(xvii.)	The Member of Parliament;	17
(xviii.)	The Army Commander or Vice-Chief of Army Staff and equivalent in other services;	18
(xix.)	The Chief Secretary to a State Government within concerned State;	19
(xx.)	The Secretary to the Government of India;	20
(xxi.)	The Secretary, Council of States;	21
(xxii.)	The Secretary, House of People;	22
(xxiii.)	The Foreign dignitary on State visit;	23
(xxiv.)	The Member of legislative Assembly of a State and the Member of Legislative Council of a State within their respective State, if he or she produces his or her identity card issued by the concerned Legislature of the State;	24
(xxv.)	The awardee of Param Vir Chakra, Ashok Chakra, Maha Vir Chakra, Kirti Chakra, Vir Chakra and Shaurya Chakra, if such awardee produces his or her photo identity card duly authenticated by the appropriate or competent authority for such award;	25
(b)	<u>Used for official purpose by -</u>	26
(i.)	The Ministry of Defence including those which are eligible for exemption in accordance with the provisions of the Indian Toll (Army and Air Force) Act, 1901 and rules made there under, as extended to Navy also;	27

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(ii.)	The Central and State armed forces in uniform including Para military forces and police;	28
(iii.)	An Executive Magistrate;	29
(iv.)	The Fire-fighting Department or organization;	30
(v.)	The National Highway Authority of India or any other Government organization using such vehicle for inspection, survey, construction or operation of national highways and maintenance thereof;	31
(c)	Used as ambulance; and	32
(d)	Used as funeral van.	33
(e)	Mechanical vehicles specially designed and constructed for use of a person suffering from physical disability.	34

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Standard Application Format for Exempted Category FASTag

Annexure -2

Passport Size
Photograph

APPLICATION FORM

1.	Name of the Applicant (in Block Letters)	:	
2.	Document (For Self -Identity Proof, For Authorized Representative- Authorization Letter, as applicable)	:	
3.	Exempted Category of Vehicle Code (as per Annexure - 1*)	:	
4.	Present Address with Telephone No	:	
5.	Permanent Address with Telephone No	:	
6.	Mobile number	:	
7.	Email ID	:	
8.	Details of Bank Account/ e-Wallet (optional)	:	
9.	Details of vehicle for the Exempted Category as mentioned in Annexure 1*: - a) Ownership - Govt./Personal/Third Party b) Usage of vehicle - Official/Personal c) Vehicle Registration Number (Registration Certificate to be enclosed)	:	
10.	Validity period requested (maximum 5 years)	:	
11.	In case of M.P/MLA/MLC, the following additional information is to be provided	:	
a.	Identity Card Number	:	
b.	Constituency Name	:	
c.	State of the Constituency	:	
d.	Present tenure end date	:	
e.	Vehicle No. at New Delhi (only Car/Jeep/Van)	:	Not applicable in respect of MLA/MLC
	Vehicle No. at respective Constituency (only Car/Jeep/Van)	:	(Vehicle RC Copy to be enclosed)

Date _____ (Signature and seal of Applicant/Authorized Representative for categories as per Annexure 1*)

(For official purpose)

Remark of RO - NHAI:

Remark of IHMCL:

FASTag validity: Pan India/Within State -

*Note: For Annexure 1-Please refer to the SOP for exempted FASTag issued by MoRTH