

Frequently Asked Questions on Atal Bihari Vajpayee Sewri Nhava Sheva Atal Setu – Mumbai Trans Harbour Link (MTHL)

1. *What is the name of project & Project details?*

The project name is Mumbai Trans Harbour Link (MTHL) and is also known as Atal Bihari Vajpayee Sewri Nhava Sheva Atal Setu or Atal Setu. The bridge connects Mumbai city to its satellite city- Navi Mumbai. The bridge begins in Sewri at south Mumbai and cross Thane Creek north of Elephanta Island and terminate at Chirle Village near Nhava Sheva with an end-to-end length of 21.8km.

2. *What are the Project Benefits?*

The MTHL gives faster connectivity with proposed Navi Mumbai International Airport, JNPT port, Mumbai-Pune Expressway and Mumbai-Goa Highway. On Mumbai side, connectivity with coastal Road is planned through Sewri Worli elevated connector project. MTHL saves significant travel time of commuters from Mumbai to Navi Mumbai and vice-versa.

3. *What are the project Key Components?*

Total length of 21.8 km with 16.5 km on sea and 5.5 km on land. The sea portion has 6-lanes (3 lanes+1 emergency lane on both sides). There are 7 nos. of Orthotropic Steel Decks (OSD) with spans of span 90 m to 180 m. OSD is used on bridge for the first time in India.

4. *Is Mumbai Trans Harbour Link (MTHL) the Toll Road?*

Yes, Mumbai Trans Harbour Link (MTHL) is a toll corridor.

5. *How Many Toll Plazas with how many lanes are located at MTHL?*

. At MTHL, there are 2-point base toll plazas. The main toll plaza located at Gavhan Village having chainage 19.417 is of 16 lanes (8+8) for traffic from Sewri to Chirle and vice versa. Two more ramp toll plaza of 3 lanes each is located at Shivajinagar to facilitate the traffic from Ulwe and vice versa.

6. *What type of toll collection system has been implemented at MTHL Toll Plazas?*

Point based toll collection system is implemented at MTHL. We have both Barrier toll system as well as Open Road Toll System.

There is different toll fare for different vehicle class at each toll plaza.

7. *What Method of payments are supported by the MTHL Toll Plazas?*

Multiple payment mode such as FASTag, UPI, Credit Card, Debit Card, Cash and others may be used for toll payment. FASTag method is preferred for toll payment. For all mode of payment other than FASTag, user need to pass through cash lane ie. extreme side lane to avoid toll violation and challaning process.

8. What type of lanes are available MTHL Toll Plazas?

There are FASTag only and Hybrid payment mode lanes at the toll plazas. All the lanes are equipped with FASTag payment mode. FASTag payment method is preferred for toll payment. For all other mode of payment, user need to pass through cash lane ie. extreme side lane to avoid toll violation and challaning process.

9. What is the Toll Fare for each Class of Vehicles at each toll plaza of MTHL?

Kindly refer the toll notification vide no MRD-3323/CR 131/UD-7 under Maharashtra Motor Vehicle Tax Act, 1958 issued by Urban Development Department, Govt of Maharashtra. Different classes of vehicles has different toll fee which also depends on entry and exit point.

10. What types of vehicles are exempted from paying of Toll Fare at MTHL?

Kindly refer the toll notification vide no MRD-3323/CR 131/UD-7 under Maharashtra Motor Vehicle Tax Act, 1958 issued by Urban Development Department, Govt of Maharashtra.

11. What is the discounted fare policy / Concession in rates at MTHL Toll Plazas?

The return journey pass shall be one and the half time and the daily pass shall be two and the half time of the one-way travel rate of the respective vehicle class. These passes shall be valid up to 0000 hr ie. 12 midnight of the day of issue of pass. Daily pass is valid for unlimited usages for a day.

The rate of monthly pass shall be fifty times of the one-way travel rate of the respective vehicle class for unlimited usages for 1 month. The monthly pass shall be valid only during the calander month when the pass is issued Eg. If the pass is taken on 25-3-2024 would be valid till mid night of 31-3-2024.

12. What are the considerations for the toll fare payments MTHL Toll Plazas?

Gavhan & Shivajinagar Toll Plazas toll collection mechanism

- a. Point based Toll Collection at Both the toll plazas as per the tariff finalized for respective toll plazas.
- b. Monthly Pass, Daily pass & return journey issued from Gavhan Toll Plaza shall be applicable only on the same plaza and shall be applicable on FASTag only.
- c. Monthly Pass, Daily pass & return journey issued from Shivajinagar Toll Plaza shall be applicable only on the same plaza and shall be applicable on FASTag only.
- d. Discounted tariffs shall only be applicable on the FASTag transactions only, not with the cash transactions.
- e. User Taking first trip from Gavhan and return trip at Shivajinagar and vice versa shall be applicable for single trip transactions only at each plaza, no return trip/discounted trip shall be applicable in this case.

13. Important Do's and don'ts for road users traveling at MTHL Project?

Do's

- a. ensure valid FASTag to be pasted on the windscreen of the vehicle before entering the MTHL project at any location.
- b. drive Safe and maintain the lane driving.
- c. drive as per the traffic and motor vehicle act guidelines.
- d. All kind of traffic violation and toll violations are punishable offences at MTHL.
- e. Do not stop on MTHL except for emergency situation.

Don'ts

- a. Users are not allowed to stop at any location of the MTHL Project for any reason, except the emergency situation.
- b. Users are not allowed to take picture of self, co-passengers, Bridge, Structure, Toll Plazas and nearby areas and any other location of the MTHL Project for any reason.
- c. Violators shall be heavily penalised with suitable legal actions.

14. What type of vehicles are allowed at MTHL Project?

Except Cycle, Two-Wheeler, Three-Wheeler, Animal Cart Vehicles all types of Tollable vehicles are allowed at MTHL Project, however, for details kindly refer the toll notification vide no MRD-3323/CR 131/UD-7 under Maharashtra Motor Vehicle Tax Act, 1958 issued by Urban Development Department, Govt of Maharashtra.

15. What type of vehicles are not allowed to enter/travel at MTHL?

Cycle, Two-Wheeler, Three-Wheeler, Animal Cart Vehicles and non-tollable vehicles, modified vehicles, unregistered vehicles etc are not allowed at MTHL Project. There is also restriction on total load of a vehicle and multi-axle vehicles.

16. Is there any policy for the exemptions for local villagers and the persons affected due to construction of the MTHL Project?

No provision for the exemptions for local villagers and the persons affected due to construction as per the toll notification vide no MRD-3323/CR 131/UD-7 under Maharashtra Motor Vehicle Tax Act, 1958 issued by Urban Development Department, Govt of Maharashtra.

17. What are the project facilities available at MTHL project?

MTHL project has below mentioned project facilities towards seamless passage and safety of the road users:

- a. Intelligent transportation System has been installed to facilitate & monitor the traffic conditions and violations.
- b. 02 nos of rescue bays on the bridge locations to provide the emergency support during emergency situations.

- c. 02 Nos of Food Plazas are under construction towards Chirle side of Govhan toll plaza
- d. Free services to the road users in case of emergency situations i. e. Route Patrolling, Ambulance, Towing vehicle, necessary Traffic police support etc
- e. 06 Nos of Emergency Call Boxes to communicate with the road users to facilitate in the emergency situations.
- f. Helpline no 1800 203 1818 has also been provided.

18. How the O&M Team of the MTHL project shall facilitate the road users in case of any emergency and assistance?

The emergency response team shall facilitate the road users at free of cost in case of any emergency situation at MTHL project with Route Patrolling, Ambulance, Towing vehicle, necessary Traffic police support, etc.

19. Are all assistance services free for road users travelling at MTHL?

All the assistances are free for the Users paying toll & travelling AT MTHL

20. What is the maximum speed Limit at MTHL Project?

Maximum speed is 100 Km/hr at the main carriageway and 40 Km/hr at all the ramp locations for LMV. For all other type of vehicle shall have maximum speed limit of 100 Km/hr at the main carriageway and 40 Km/hr at all the ramps location

Also, it is important to note that the all Users has to pass through the toll plaza location not more than 25 Km/hr to avoid penalty & challaning process due to traffic & toll violation.

Speed signs and recommendations as per IRC has been installed along the project stretch.

21. What if any vehicle crossing the lanes at MTHL toll plazas without FASTag or Invalid/Blacklist FASTag?

Vehicle Registration Number along with the Image of the vehicle shall be captured by the system implemented at MTHL for the vehicle crossing without FASTag or Invalid/Blacklist FASTag resulting to non-payment of Toll Fee, Subsequently Challan shall be generated against the vehicle with the toll fee and Penalty by the transport department. User has to pay the challan online on the NIC/VAHAN portal of transport department.

22. What if any vehicle found to be violated the toll rules.

Vehicle Registration Number along with the Image of the vehicle shall be captured by the system implemented at MTHL for the vehicle violating the toll rules resulting to non-payment of Toll Fee, Subsequently Challan shall be generated against the vehicle violating the toll rules with the toll fee and Penalty by the transport department. User has to pay the challan online on the NIC/VAHAN portal of transport department.

23. What if any vehicle parked anywhere at the project stretch without any emergency situation?

Vehicle Registration Number along with the Image of the vehicle shall be captured by the system implemented at MTHL for the vehicle stopping at the project, Subsequently Challan shall be generated against the vehicle violating the traffic rules with violation fee and penalty by the transport department. User has to pay the challan online on the NIC/VAHAN portal of transport department.

24. What if any vehicle violating the traffic rules, violating the speed limits etc at MTHL project

Vehicle Registration Number along with the Image of the vehicle shall be captured by the system implemented at MTHL for the vehicle violating speed limits and traffic rules. Subsequently Challan shall be generated against the vehicle violating the traffic rules by the transport department. User has to pay the challan online on the NIC/VAHAN portal of transport department.

25. In case of challan received for the toll & traffic violations, what to do?

User is required to pay the challans online on the NIC/VAHAN portal of transport department.

26. How the challans can be paid?

Challans can be paid online on the NIC/VAHAN portal of transport department.

27. Why the penalty amount is being added into the toll violations Challans.

The Penalty is being added as per the section 17 & 20 of the Bombay Motor Vehicle Tax Act and shall be paid directly online on the on the NIC/VAHAN portal of transport department.

28. What if one does not pay the challans accumulated pertaining to their vehicle.

If user does not pay the challans and keep accumulating it, MTHL Toll Plaza authority shall inform the Transport department once the vehicle spotted again at MTHL project and accordingly transport department shall take the legal action as defined in the Motor Vehicle Act & penal provisions, policies being amended time to time. It may lead to detaining of the vehicle as well.

29. What if any user found violating multiple times at toll plazas of MTHL.

MTHL Toll Plaza authority shall inform the Transport department once the vehicle spotted again at MTHL project and accordingly transport department shall take the legal action as defined in the Motor Vehicle Act & penal provisions, policies being amended time to time. It may lead to detaining of the vehicle as well.

Also, the toll plaza authorities may file a police complaint against the user and initiate the legal action.

30. What is the procedure to get the permission for the oversized vehicle /specially designed vehicles movement at MTHL Project?

Respective User/ Agency is required to submit the vehicle and movement details along with the axle wise weight and Gross vehicle Weight well in advance (minimum 7 days) to MMRDA

and accordingly MMRDA shall check the feasibility for movement of such vehicle and shall provide the denial/approval along with the suitable time for movement of this vehicle. Such vehicles without proper permission shall not be allowed to travel on MTHL in any case.

FASTag Related FAQs

31. What is FASTag?

FASTag is a device that employs Radio Frequency Identification (RFID) technology for making toll payments directly from the prepaid account linked to it. It is affixed on the windscreen of your vehicle and enables you to drive through toll plazas, without stopping for transactions. You need to recharge / top up the tag as per your requirement. FASTag is operational at over 750 toll plazas, including all NH toll plazas and over 100 SH toll plazas in India.

32. What are the benefits of using FASTag?

A. For Road Users

- Near non-stop motion through toll plazas
- Convenience for cashless payment of toll fee
- Less traffic congestion and reduced commute times
- Toll statements which can be mailed or made available online
- Near non-stop motion through toll plazas
- Convenience for cashless payment of toll fee
- Less traffic congestion and reduced commute times

B. For Toll Operator

- Lower operating costs
- Better audit control through centralized user accounts
- Improved capacity without being required to build more infrastructure.
- C. For Government
- Savings on fuel and reduction of emissions from idling and repeated stops at toll plazas.
- Improves transparency of toll transactions

33. Is FASTag mandatory for all vehicles in India ?

Yes. As per amendments in the CMVR 1989 by the Ministry of Road Transport & Highways, FASTag is mandatory for all class M & N vehicles (four wheelers and above, carrying goods and/or passengers) w.e.f. 1st January 2021.

34. Is FASTag mandatory for new motor vehicle insurance?

Yes. As per amendments in the CMVR 1989 by the Ministry of Road Transport & Highways, FASTag shall be made mandatory while getting a new 3rd party insurance w.e.f. 1 April 2021.

35. Who is implementing FASTag program?

FASTag is a flagship programme of the Ministry of Road Transport and Highways & NHAI. Indian Highways Management Company Limited (IHMCL), a company promoted by NHAI has been mandated to implement FASTag programme in India.

National Payments Corporation of India has been engaged to provide Clearing & Settlement House (CCH) services for this FASTag Programme. Currently 26 banks have been certified by IHMCL for issuance of FASTag in India and 12 banks have been certified to carry out acquiring services at toll plazas.

36. What is the validity of FASTag?

FASTag has unlimited validity. The same FASTag can be used till the tag is read by the reader and not tampered with. In case due to wear and tear the reading quality depreciates, please reach out to your Issuing Bank for a new tag.

37. Which are the roads where the tag can be used?

FASTag is presently operational at toll plazas across national highways. More toll plazas are being brought under the FASTag program every day. However, FASTag is enabled at all the toll plazas at MTHL Project as well.

38. What are the charges for FASTag?

FASTag has a onetime Fee of ₹100 including service tax and GST. The refundable security deposit depends on the vehicle type. Please check the 'Fees and Charges' section at the respective Issuer Bank website for details.

39. How can I buy FASTag?

1. FASTag can be purchased from **offline** as well as online mode:

1. Point-of-sale (POS) set up at following locations-

- All NH toll plazas & MTHL Toll Plaza at Gavhan
- Point-of-Sale of 27 certified banks
- Selected bank branches of 27 certified banks
- RTOs
- Transport hubs

2. FASTag can be bought **online** also

- For NHAI FASTag – Visit Amazon App or Website. Alternatively you can also visit myfastag app
- For all other bank issued FASTag – FASTag can be purchased from respective bank portals.

40. What are the documents needed to apply for FASTag?

You will need to carry original as well as copy of your KYC document

You need to submit the following documents along with the application for FASTag:

- Registration Certificate (RC) of the vehicle.
- Passport size photograph of the vehicle owner
- KYC documents as per the category of the vehicle owner:

41. Do I need to use any specific lane at the toll plaza for FASTag?

Yes, you will have to use the lanes demarcated for FASTag.

42. Is KYC Mandatory for FASTag Account?

Yes

43. Does the concept of 'One Vehicle One FASTag' imply that a vehicle owner must exclusively recharge their FASTag using a specific bank?"

No, the 'One Vehicle One FASTag' concept indicates that a vehicle owner is permitted to have only one active FASTag for one vehicle. All the FASTags linked to a single vehicle except the latest one shall be de-activated. Acquiring multiple FASTags for a single vehicle is not permitted. However, users have the flexibility to recharge their FASTag using any bank and various payment methods such as BBPS, UPI, net banking, etc.

44. How can I check the status of multiple FASTags linked to my vehicle?

To check the status of multiple FASTags linked to your vehicle, you can follow below steps: • Visit the official link: <https://www.npci.org.in/what-we-do/netc-fastag/check-your-netcfastag-status>

Enter your vehicle details.

Click "Submit."

View the status of all the FASTag linked to your vehicle number.

45. How do I know if my FASTag KYC is incomplete?

If your FASTag KYC is incomplete, you will receive notification via email, SMS, or through issuing bank's application interface regarding incomplete KYC. You are requested to keep an eye on your registered communication channels such as SMS, e-mail, etc. for updates. The KYC can be updated online as per following procedure:

For FASTag issued by NHAI

1. Visit <https://fastag.ihmcl.com>
2. Login
3. Update KYC Online

For FASTag issued by different banks

1. Visit website – <https://www.netc.org.in/request-for-netc-fastag>
2. Under Request for NETC FASTag, Select your FASTag issuer bank and click on the visit website link.

3. Login to respective FASTag issuer bank
4. Update KYC Online

In case you have not received any notification or reminder from your bank that means your KYC is complete and no action is required from your end.

46. Does the concept of 'One Vehicle One FASTag' imply that a vehicle owner must exclusively recharge their FASTag using a specific bank?

No, the 'One Vehicle One FASTag' concept indicates that a vehicle owner is permitted to have only one active FASTag for one vehicle. All the FASTags linked to a single vehicle except the latest one shall be de-activated. Acquiring multiple FASTags for a single vehicle is not permitted. However, users have the flexibility to recharge their FASTag using any bank and various payment methods such as BBPS, UPI, net banking, etc.

47. How can I check the status of multiple FASTags linked to my vehicle?

To check the status of multiple FASTags linked to your vehicle, you can follow below steps:

- Visit the official link: <https://www.npci.org.in/what-we-do/netc-fastag/check-your-netc-fastag-status>
- Enter your vehicle details.
- Click "Submit."
- View the status of all the FASTags linked to your vehicle number.

48. Can I avail a monthly pass?

Monthly pass for a toll plaza will be issued at that particular toll plaza or the POS locations set by the Acquirer Bank of the toll plaza. If you are registered tag holder, you need to visit the toll plaza or the Acquirer Bank POS locations and request for the particular pass scheme. National Payment Corporation of India (NPCI) with the help of NHAI and banks have implemented the issuance of monthly pass on FASTag through an easy online option.

There is no need to purchase a new RFID tag to avail a monthly pass scheme at any toll plaza. The FASTag already purchased by you can be configured with the monthly scheme.

49. How can I recharge my tag account?

You may recharge your TAG account by making payment online through Debit Card, Credit, Net Banking & other online payment modes. The TAG account can be recharged upto ₹ 1,00,000.00 for Full KYC accounts and ₹ 10,000 for Limited-KYC accounts. You may also recharge your TAG account at an Issuer Bank branch or PoS locations near Toll Plazas by paying cash.

50. How would I cross toll plaza, if ETC equipment are not working?

In case ETC equipment are not working and your FASTag account is having sufficient balance, please pay the toll fee in cash at the plaza. Additionally, please call our customer care and also report the issue with the concessionaire.

51. Is there any minimum or maximum value for such recharge / top up?

Yes, the minimum recharge amount is ₹ 100 and maximum is ₹ 1 lac for a Full-KYC Account

52. I have two vehicles, can I use one FASTag for two vehicles?

No. You cannot use the same FASTag for multiple vehicles. You will need to take two separate FASTags for the each vehicle.

53. What do I have to do if I lost my RFID Tag? What will happen to the account balance?

You will need to call our customer care number to block your FASTag. Once you take a new tag, we will transfer the balance to the new tag.

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

You will receive an SMS alert in your registered phone number each time a balance is deducted from your FASTag account.

55. How would I report an incorrect deduction and how will I get back the same?

You can report an incorrect deduction by calling our call centre within 40 days of the transaction date. For all toll transactions, the toll plaza system sends a request to Bank for debiting the toll amount that is due from you. In the rare scenario of Toll Plaza system sending an incorrect amount, Bank would raise a Chargeback on behalf of you to recover the money that has been collected in excess by Toll Plaza. This Chargeback process normally takes up to 20-30 working days. All incorrect deductions, if proven so, are reverted back post representing the case with Toll Plaza.

56. How do I block my FASTag account, in case my vehicle is lost?

You can call our customer care or login to Issuer Bank portal to block your FASTag account.

OEM or RFID tags fitted by vehicle manufacturer cannot be used as replacement of FASTag. Only FASTags issued by an issuing bank can be used for purpose of electronic toll payment.

57. I have new vehicle fitted with RFID Tag. How to get it activated?

OEM or RFID tags fitted by vehicle manufacturer cannot be used as replacement of FASTag. Only FASTags issued by an issuing bank can be used for purpose of electronic toll payment.

Banks are exploring ways to use these tags for ETC , however it will require some new technical development. It will also be subject to tag being in proper condition without any damage or tampering. For now, you will have to purchase a tag from IndusInd Bank in order to use it through us.

58. Can FASTag be used for passage through toll plazas on the state highways?

FASTag can be used on all toll plazas where it has been implemented.

59. I have FASTag and also balance amount, but I could not go through ETC lane. How do I get my FASTag checked/ rectified to see whether it is active or not?

You can raise a request regarding the same by calling the customer care of issuer bank or login to issuer bank portal to check your tag/account details.

60. Why are the rates different for different vehicle categories?

Vehicles are categorized for the welfare of road users. This categorization is primarily based on the size and load they carry and damage done to the road and type of use (commercial/personnel) of a vehicle.

61. In case of Harassment/ misconduct/ discourteous/ rude behaviour of toll collection staff, what should we do?

MORTH/NHAI/IHMCL has launched 1033 helpline number for addressing FASTAG complaints related to Toll Plaza. Also, a helpline no 1800 203 1818 has been provided specifically for the MTHL Project. You can call this number and report the same.

62. Why the user fee (toll) rate is different at 2 Toll Plazas?

User fee on a particular fee plaza is based on stretch length under that plaza, structures (bridge, tunnel, bypass) and width of the highways, applicable fee rules and provisions. Basically, the users will be charged toll fees as per their particular usage (road length) of MTHL.

63. What do I do if refund is not received

We would request you to contact the issuing bank for the dispute raised and ask them to resolve the same.

64. 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.

65. Is FASTag working on all State Highway tolls

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 FASTag enabled plazas on your bank's website to ensure it works for the highways you use.

66. What if the FASTag gets damaged?

In case the FASTag gets damaged, you as a vehicle owner / user should approach your Tag issuing bank and request them for a replacement.

67. What if I sell/ transfer my car?

In case you have sold or transferred your vehicle, we would request you to inform your issuing bank about the same and close the account.

68. What is the validity of FASTag?

The tag has a validity of 5 years and after purchasing, you only need to recharge/ top up the tag as per your usage.

69. How do I update my Vehicle number in the system?

Please check the process of updating the vehicle number with your issuing bank. You may call your Issuing bank toll-free Customer Care for assistance.

70. 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 Manager at the toll plaza. Further, the incident may be reported on toll free number 1800 203 1818 specifically assigned for MTHL project.

71. What if my FASTag is not working at the toll plaza?

In case FASTag is not acceptable at the toll plaza, the Customer should call on the 1033 toll-free number and register the complaint about the same. 1033 call center is set up by NHA (Govt. of India) for all road assistance to the highway user which includes FASTag as well. Also, a helpline no 1800 203 1818 has been provided specifically for the MTHL Project. You can call this number and report the same.

72. How I will come to know my account is debited for toll transactions?

Once the Customer paid through FASTag, He will get SMS mentioning Toll Name, Transaction Date, Transaction Amount and Available Balance in FASTag account.

73. I have two vehicles. Can I use one FASTag for two vehicles?

Customer 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.

74. How would I cross toll plaza, if ETC equipment is not working?

In case ETC equipment is not working and your FASTag account is having sufficient balance, please pay the toll fee in cash at the plaza. Additionally, please call on 1033 toll-free number and register the complaint on centralize call center set up by NHA (Gov. of India) about the issue at the toll plaza. Also, a helpline no 1800 203 1818 has been provided specifically for the MTHL Project. You can call this number and report the same.

75. Do I need to use any specific lane at the toll plaza for FASTag?

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

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

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

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

The customer 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 FASTag. Balance amount in FASTag account will be blocked. Customer can apply for new FASTag get the balance amount transfer to his new FASTag account or withdraw the balance amount by giving request this bank.

78. Why the 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 being travelled at MTHL.

79. How do I block my FASTag account, in case my vehicle is lost?

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

80. 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. If a stretch is of lesser length, user fee of actual length only is collected.

81. What is the meaning of tag blacklisted? What can be done to avoid the Blacklist of tag?

A blacklist of tag means vehicle is not allowed to pay through FASTag at the toll plaza. There are various reasons of blacklisting of Tag, i.e. Tag is not having sufficient balance in his FASTag account. In such cases Customer should call his bank toll free call center numbers and get the reason of blacklist. To avoid Blacklisting of tag, customer should recharge his tag when he gets the alert of low balance from his bank. Also FASTag can be blacklisted by the law enforcement agencies due to any rule violation complaint register against the vehicle. In such cases the enforcement agencies request issuer or acquirer to add the tag id the in the blacklist.

82. I was forced to pay by cash at the toll plaza, though I am having sufficient balance in FASTag?

In case forcing to pay by cash though your account is having sufficient balance in FASTag, Customer should call on the 1033 toll free number and register the complaint for the same. 1033 call center is set up by NHAI (Govt. of India) for all road assistance to the highway user which includes FASTag as well. Also, a helpline no 1800 203 1818 has been provided specifically for the MTHL Project. You can call this number and report the same.

83. Whether my existing RFID or any other RFID tag is accepted at all toll plaza or only FASTag is accepted where RFID system is enabled?

No, any RFID Tag will not be acceptable at the toll plazas located at MTHL. Only valid FASTag issued by the issuer banks/agencies by NPCI will be accepted at MTHL.

84. Is NETC Tag issued specifically for Mumbai Bandra- Worli Sea link RFID tag and FASTag is same tag or different tag?

Both are different tags. The Mumbai Bandra –Worli Sea link ETC Tag is different than FASTag and same cannot be used on MTHL Toll Plazas, similarly you cant use FASTag on the Bandra Worli sea-link.

85. How to obtain FASTag for “Army Officers” who are exempted from Toll Tax?

Army Officers can take the FASTag from any of the FASTag issuing bank by showing relevant proof while applying for FASTag.

86. How return journey/trip or Daily Pass is calculated through FASTag?

Return journey/trip or Daily Pass toll fare rules are configured at toll plaza acquiring bank system and acquiring bank is responsible to calculate return journey benefit on the basis of Plaza fare rules and transaction time.

87. What is my UPI ID for reloading of FASTag?

UPI ID of FASTag is NETC. Vehicle Registration Number@ Customer bank. For e.g. Vehicle Registration number is MH04BB1234 and issuer bank is ICICI Bank then UPI ID will be netc. MH04BB1234@ICICBank. Customer should get the UPI ID validated with his bank before recharging FASTag through UPI.

88. What if I have recharged the FASTag but Money is not credited in my FASTag Account?

If Customer has recharged the Tag and amount debited this account but not credited to his FASTag account Customer should call on his bank Call center and raise the request for reversal.

89. What if the FASTag Machine is not working at the toll?

In case the equipments are not working and your FASTag account is having sufficient balance, please pay the toll fee in cash at the plaza. Additionally, please call on 1033 toll free number and register the complaint on centralize call center set up by NHAI (Gov. of India) about the issue at the toll plaza. Also, a helpline no 1800 203 1818 has been provided specifically for the MTHL Project. You can call this number and report the same.

90. What if the FASTag lane is not working?

You can pay through other means of payment and lodge complaint at 1033 call center. Also, a helpline no 1800 203 1818 has been provided specifically for the MTHL Project. You can call this number and report the same.

91. I got a new FASTag but when i have used for the first its says Blacklisted but i have sufficient balance in my wallet.

Blacklist of tag means vehicle is not allowed to pay through FASTag at the toll plaza. There are various reason of blacklisting of Tag, i.e. Tag is not having sufficient balance in his FASTag account. In such cases Customer should call his bank toll free call center numbers and get the reason of blacklist.

To avoid Blacklisting of tag, customer should recharge his tag when he gets the alert of low balance from his bank.

Also, FASTag can be blacklisted by the law enforcement agencies due to any rule violation complaint register against the vehicle. In such cases the enforcement agencies request issuer or acquirer to add the tag id the in the blacklist.

92. How does one ensure that the tag has a minimum balance?

- a. You receive SMS notifications from your bank for each FASTag transaction
- b. You can log on to your website / portal to check your account balance,
- c. You call your bank contact center number to know your balance.

93. What is “One Vehicle – One Tag” guideline?

As per the regulatory guidelines, **One Vehicle** can have **ONLY One FASTag** at a time. All other older / existing FASTag issued for the same vehicle (Same VRN) will be closed.

94. How many FASTag stickers can I affix for my vehicle?

You can affix **ONLY One FASTag** at a time for your vehicle. If your FASTag is lost or stolen or damaged, you can raise a request for replacement of the FASTag Sticker from your respective issuing Bank.

95. Can I take more than one FASTag at a time for my vehicle from different Banks?

NO. You can take **ONLY One FASTag** at a time for **One Vehicle**. If you have an existing FASTag for your vehicle and wish to take FASTag from any other Bank, you will have to close your existing FASTag before availing another New FASTag from other Bank. If multiple FASTag are taken from different Banks for same vehicle, **ONLY Latest FASTag** will be kept Active and all other old FASTag shall be de-activated & closed for further usage.

96. What is the meaning of tag getting blacklisted? What can be done to avoid the Blacklist of tag?

A blacklisted tag means the tag which has been blocked by the issuer bank and cannot be used to pay toll at a toll plaza. There are various reasons of blacklisting of tag, i.e. Tag is not having sufficient balance in FASTag account. In such cases Customer should call his bank toll free call center numbers and get the reason of blacklist. To avoid Blacklisting of tag, customer should recharge his tag when he gets the alert of low balance from his bank.

Also, FASTag may get blacklisted in case of any violation such as vehicle – tag class mismatch, non-affixation on the windscreen and carrying in hand, etc.

97. Can I avail discounts/passes/exemption etc. on FASTag ?

All discounts passes - local passes or monthly passes, exemption from Toll fees (for specific categories of vehicles), return fare discount, etc. can be configured in the FASTag. As per Govt. rules all discounts on toll fee are applicable.

98. What are the documents required for “Exempted FASTag”?

- Duly Filled Application Form available at

- Registration Certificate (RC) of the Vehicle.
- Identification Proof (ID Proof) – Aadhaar, DL, PAN, Govt. ID Proof, Voter ID.
- Proof of Exemption as applicable.

99. How to apply for “Exempted FASTag”?

Exempted FASTag can be applied through the web portal of the Indian Highways Management Company Limited (IHMCL):

100. Should vehicles exempted from paying fees at NH toll plazas, affix a FASTag sticker?

Yes, as per the Ministry of Road Transport and Highways, all categories of vehicles that are exempted from paying toll fee at the National Highways are required to affix the FASTag RFID sticker on their vehicle.

101. What is the cost to purchase an exempted FASTag?

As per NH Fee Rule 2008 and subsequent amendments, exempted FASTags will be issued **Free of cost.**

102. Serving army personnel who are using private vehicle for commute, are they exempted from payment of user fee?

Exemption shall be extended only when the vehicle is used for official purpose.

103. Is exemption available to physically disabled person producing disability certificate?

Exemption is extended to mechanical vehicles specially designed and constructed for use of a person suffering from physical disability.

104. I reside within 10 km of a particular Toll Plaza. Do I need to take FASTag to get the concessions available for local vehicles?

Yes. As per Government circulars, all exemptions such as monthly pass, local exemption, return journey discount etc. can be availed through FASTag only. Local exemption can be configured at the Toll Plaza level itself.

105. If the customer care number for issuer banks is not working/responding what is the alternate option?

One may lodge the complaint t can call on your bank call center number and register your complaint and for any escalation drop an email at etc.nodal@ihmcl.com

106. What is My FASTag App ?

MyFASTag is a mobile application which can be downloaded from the Google Play store (Android) or App Store (iOS). It is basically a consumer app which will allow them to purchase FASTags while also letting them recharge their FASTag accounts. Transactions on FASTag can also be tracked by the MyFASTag app. Consumers can also get their grievances addressed through the app.

107. What are the key features of My FASTag App?

Some of the features of the MyFASTag app have been listed below:

- It is an app specially designed for consumers. The app is extremely user-friendly.
- Purchasing and recharging of FASTag are made easy and hassle-free by this app.
- Consumers can get their grievances addressed with the help of this app.
- All FASTag transactions can be tracked using the MyFASTag app.
- Real-time balance in the FASTag wallet can also be checked through this app.

108. How to Download MyFASTag App?

To download the MyFASTag App, you can follow the below-given steps:

- Visit Google Playstore or App store on your Android or iOS device.
- Type 'MyFASTag' on the search bar.

Once you find the app launched by NHAI, use the 'Download' button to install it.

109. What is the use of FASTag app?

It allows motorists to buy FASTags online, find offline point-of-purchase locations, recharge the stickers, and make payments and access highway helplines. The **app** has two main sections - NHAI **FASTag** (bank-neutral) and Bank Specific **FASTag**

110. What is Tag Status facility on My FASTag App ? How can I use to pass at a toll plaza?

Using FASTag status facility, one may check the real-time balance in the FASTag wallet assigned with the vehicle number.

Similar to the "You are Safe" feature in Aarogya Setu App, a new feature to show the Tag Balance status has been introduced on My FASTag App. This new feature shall show the real-time FASTag wallet balance in form of colour code –

- Green for Active tag with sufficient balance
- Orange for tags with low balance and
- Red for blacklisted tags.

This feature shall help FASTag user with sufficient FASTag wallet balance to pass through a toll lane by showing the tag status of the assigned vehicle, in case the tag status has not been updated in the toll plaza server due to various reasons.