



**INDIAN HIGHWAYS MANAGEMENT COMPANY LTD.**

Doc No : IHMCL/ETC/Operations/2017/570

**Directional Guideline (DG) / Standard Operating  
Procedure (SOP)**

for Implementation of  
G.S.R. 1361(E) (Phase I) under Central Motor Vehicles (amendment) Rules,  
2017 under 138A for the fitment of FASTag from 1st December 2017.

*20<sup>th</sup> November, 2017*

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## **INTRODUCTION**

A FASTag is an onboard unit (transponder), or a similar device (henceforth referred to as “Product), as defined in rule 2 (ha) of National Highway Fee (Determination of Rules and Collection) Second Amendment Rules, 2014. The FASTag should be compliant with the standards/specifications as defined by MoRTH (latest version) and FASTag manufacturer should have a valid certification issued by a Government laboratory (e.g. ARAI/ ICAT/NCAT).

Each of such devices is expected to be fitted on the front windscreen of a vehicle and should have a unique distinguishable reference number data (as provided by authorized issuer banks). Each of such devices also needs to be mapped with a particular vehicle and owner.

Ministry of Road Transport & Highways (MoRTH) has directed NHAI/IHMCL to design, develop and implement the FASTag for National Electronic Toll Collection (NETC) on a pan-India basis as per rule 2 (ha) of National Highway Fee. MoRTH has also issued a notification, MoRTH GSR1361(E) Notification dated 2nd Nov 2017, that aims to ensure universal coverage of FASTag on all vehicles. The key aspects to ensure the implementation of the notification are

- Applicable from **1<sup>st</sup> Dec 2017**.
- FASTag mandated on all Categories M and N **manufactured, or sold**, post 1<sup>st</sup> December 2017.
- Vehicle Manufacturers to **ensure availability of** FASTags across their respective dealers via issuer bank
- Dealer to **complete the FASTag registration**.

The purpose of this document is to define a uniform guideline for the following stakeholders of the FASTag ecosystem:

- All Registered Vehicle (M & N class) Manufacturers in India.
- FASTag Issuer Banks (authorized by NHAI/NPCI/IHMCL).
- FASTag Manufacturers
- NHAI/IHMCL
- All Vehicle Dealers
- Customer Service Centre (CSC)

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*Any modification in the DG/SOP document which may become necessary as a result of implementation of the SOP shall be issued by IHMCL separately through issue of an Addendum/Amendment/Corrigendum and the same will also be hosted on IHMCL's Website.*

The following diagram captures a snapshot of the roles and responsibility of various players, while the subsequent sections capture the detailed guidelines for all the players.

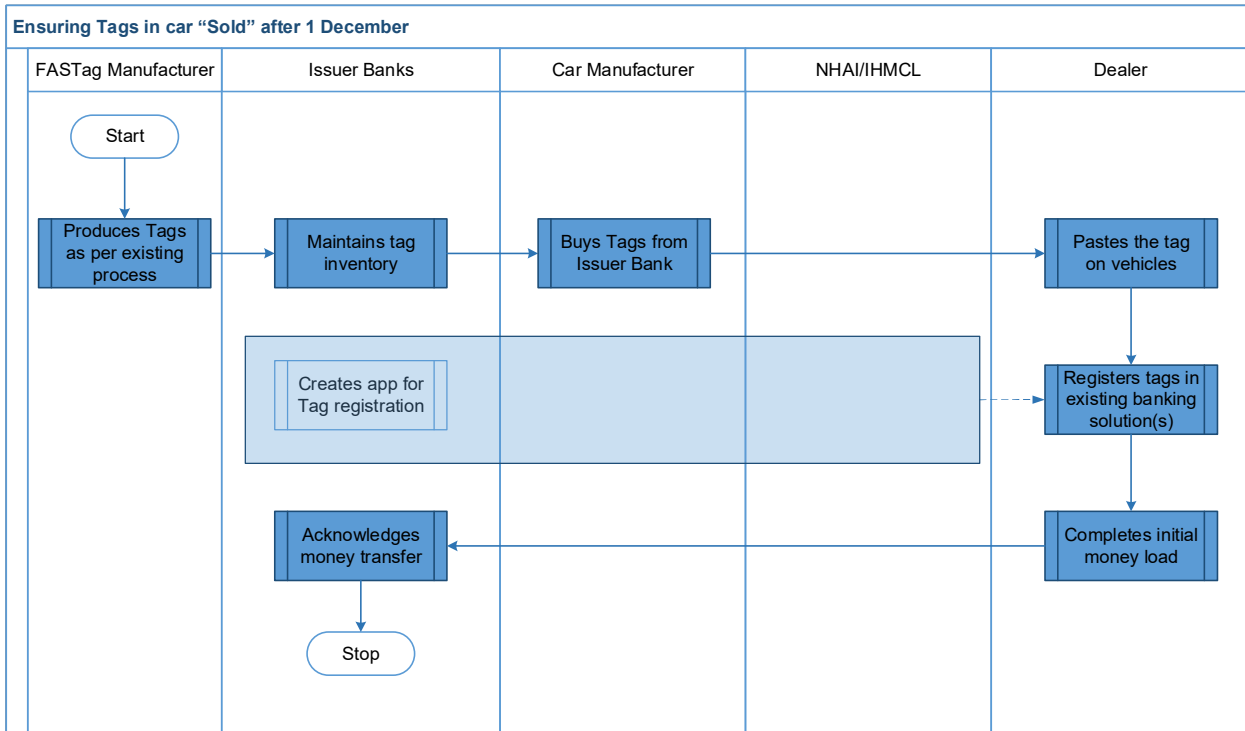


Figure 1: Roles and Responsibilities for vehicles sold post 1<sup>st</sup> Dec 2017. <sup>1</sup>

<sup>1</sup> It is clarified that OEMs may authorize Banks to supply tags directly to the Dealers. However, the OEMs are responsible for ensuring that dealers have sufficient inventory

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## **ROLES AND RESPONSIBILITIES**

### **A. FASTag Manufacturer**

1. To ensure adequate inventory to handle the FASTag requirements' across various banks as per existing design of NPCI.

### **B. Vehicle OEMs**

The Vehicle OEMs need to adhere to the following guidelines for vehicles which are being sold post 1<sup>st</sup> December 17 as per Phase-1 roll-out.

1. Ensure requisite availability of tags (from issuer banks) across respective Dealers on the basis of inventory of different classes of vehicles.
2. Issue instructions to Dealers regarding procedure to paste the FASTag on vehicles, in consultation with Issuer Banks.
3. Co-ordinate with Banks to train Dealers regarding the features of FASTag program , FASTag fitment process and the usage of Bank's application for FASTag registration.

### **C. Issuer Banks**

1. Develop Issuer Bank specific mobile application/website ("Issuer Application") with the following capabilities and shall provide access of the same to the authorized dealer:
  - i. Capture details of FASTag pasted on the vehicle, along with relevant user details.
  - ii. Capture the KYC documents as per requirements
  - iii. Reconciliation process to handle the Tag registration fees paid by the Customer. The process should be capable of following
    1. Capture the payment details of the fees paid by the customer
    2. Issuing receipt to the customer (email/SMS)
    3. Issue system-generated proof of fitment of FASTag as specified in Clause 2 of GSR1361(E) Notification dated 2nd Nov 2017 <sup>2</sup>.
    4. Handle issues (if any) related to payment (for example, failed tag registration, failed fees payment, etc.)

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<sup>2</sup> In the Central Motor Vehicles Rules, 1989 (hereinafter referred to as the principal rules), in rule 47, in sub-rule 1, after Clause (i) the following Clauses shall be inserted, namely

“(ia) proof of fitment of FASTag specified in Rule 138A;”.

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2. Handle Vehicle OEMs requirements with regards to technology, training, manuals and dedicated call center to support for the KYC and Vehicle Registration via Issuer Application at dealership point.
3. As per RBI new PPI guideline if the Dealer has conducted a limited KYC with the Customer, it is the issuer bank's (selected by the Customer) responsibility to make Full KYC within 12 months of issuance.
4. Need to develop provisions to provide customer support for Vehicles that have a registered FASTag but have not yet been provided with a registration number.
5. Maintain the following Tag Data for the vehicles registered via the Issuer Application
  - i. Vehicle Identification Number( Vehicle Chassis Number)
  - ii. Vehicle Engine Number
  - iii. Vehicle Registration Number<sup>3</sup>
  - iv. FASTag Class
  - v. Tag Unique ID (TID)
  - vi. EPC Id
  - vii. User Memory Details
6. In case of vehicles which are sold in the form of drive-away-chassis without windshield, the OEM shall provide, along with the vehicle tool kit, the list of sources for availability of FASTag and the process of fitment.
7. Follow-up with the customer regarding Vehicle Registration Number, in coordination with the dealer, and get it updated in the issuer bank application, if the same was not captured in the Tag Registration Process.

D. OEM's Authorized Dealer ("Dealers")

1. Inform the Vehicle customer of various features related to FASTag program.
2. Maintain an inventory of various bank's FASTag as provided by the OEM manufacturer, and paste the Customer preferred FASTag to the vehicle
3. Initiate and complete the following processes of the buyer and the vehicle:

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<sup>3</sup> Vehicle Registration Number in some state is issued later. In such case, issuer banks in coordination with the dealer have to follow-up with each and every customer and get it updated (e-mail, call, software tool) within 90 days of issuance or otherwise the FASTag will get blacklisted.

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- i. Affix the FASTag of the Issuer Bank selection by the Customer on the vehicle as per instructions provided by the Vehicle Manufacturer
  - ii. KYC process as per Banks' guidelines
  - iii. Tag registration and fitment process via the respective issuer banks' application/website
  - iv. Collect payment from Customers as per Issuer Bank guidelines
  - v. Print the system-generated proof of fitment as per requirements of Clause 2 of GSR1361(E) Notification dated 2nd Nov 2017. Sign and seal the document as per requirements specified in Rule 138A.
  - vi. Ensure the affixation of FASTag of appropriate class as per the vehicle category
4. Inform the customer of the status of Tag registration.
  5. Coordinate with the issuer banks in follow-up with the customer regarding Vehicle Registration Number and get it updated in the issuer bank application, if the same was not captured in the Tag Registration Process.

E. NPCI

1. Ensure that the Issuer Banks software are updated in line with the GSR1361(E) Notification dated 2nd Nov 2017 before 1<sup>st</sup> December
2. Facilitate and coordinate with Issuer Banks on FASTag issuance and inventory level
3. Highlight any issues faced by the Empaneled Issuer Banks in FASTag issuance.

F. Common Service Centers (CSC)

**(for vehicles which are sold in the form of drive-away-chassis without windshield)**

1. Map various vehicle Dealers/RTOs and associated VLEs across India, and share the data with IHMCL, through coordination with the respective issuer banks.
2. Ensure registration of the FASTags for vehicle without windshields at RTOs across India.
3. Issue instructions to the VLEs for using the software of Issuer Bank for FASTag registration and proof of fitment issuance.