GOVERNMENT OF INDIA
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS
RAJYA SABHA
UNSTARRED QUESTION NO-3141
ANSWERED ON- 30/03/2022

NON WORKING OF FASTAG SCANNER ON NHS

3141. CH. SUKHRAM SINGH YADAV:

SHRI VISHAMBHAR PRASAD NISHAD:

SHRI RAM NATH THAKUR:

Will the MINISTER OF ROAD TRANSPORT AND HIGHWAYS be pleased to state:

(a) whether it is a fact that on many occasions FASTag scanners installed on National

Highways do not work resulting in long queue of vehicles at toll plazas on expressways;

(b) if so, the details of steps taken to resolve such issues during last five years; and

(c) whether Government would propose to collect one time road tax by removing toll plazas so that such issues can be resolved?

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) There are some instances when sometimes Radio Frequency Identification (RFID) readers at fee plaza lane take more time than usual in processing/reading the tags affixed on windscreens of vehicles. Some of the common causes are as below: -

(i) Internet connectivity issue.

(ii) Damage to FASTag antenna.

(iii) Issues with Radio Frequency Identification (RFID) equipment.

(iv) Improper affixation of FASTag by user.

(b) Following steps have been taken by National Highways Authority of India to resolve such issues in last 5 years: -

(i) Backend system upgradation to process transaction on real-time basis due to which smooth processing of blacklist and whitelist have been achieved.

(ii) Provisioned for minimum two internet connectivities of different Internet Services Providers (ISP) to maintain the redundancy, in case one internet is down

(iii) Strict Monitoring of critical equipment like Radio Frequency Identification (RFID) reader, controller etc. through Internet Of Things (IOT) device and cloud-based application to ensure maximum uptime of Electronic Toll Collection (ETC) equipment

(iv) Started empanelling system integrators of Electronic Toll Collection (ETC) system through online portal based on eligibility criteria to ensure that only qualified system integrator can implement the Electronic Toll Collection (ETC) system at the National Highway fee plazas. Such system integrators shall carry out a system audit of its Toll Management System(TMS) software through Standard Testing and Quality Certification (STQC)/Computer Emergency Response Team (CERT) empanelled vendors at least once in a year and submit the same to National Highways Authority of India (NHAI)/Indian Highways Management Company Limited (IHMCL).

(v) Frequent surprise inspections at fee plazas to check functionality of Electronic Toll Collection (ETC) system and operations

(vi) Release of policy circular for process of affixation of FASTag on the windshield

(vii) Strict Service Legal Agreement (SLA) parameters for service providers (system integrator, acquirer bank & issuer bank) under National Electronic Toll Collection (NETC) Programme to ensure better service quality

(viii) Regular updates in specification of Electronic Toll Collection (ETC) system as per requirement.

(c) No, Sir.

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