

GOVERNMENT OF INDIA
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS
RAJYA SABHA
UNSTARRED QUESTION NO-2987
ANSWERED ON- 26/03/2025

FASTAG ELECTRONIC TOLL COLLECTION SYSTEM

2987. SHRI SANJEEV ARORA:

Will the Minister of ROAD TRANSPORT AND HIGHWAYS be pleased to state:

- (a) the number of Electronic Toll Collection (ETC) lanes installed under FASTag, along with the total revenue generated through FASTag, year-wise;
- (b) whether there have been reports of technical glitches or revenue leakages due to FASTag system failures; and
- (c) the measures taken to improve FASTag efficiency and address user grievances?

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) All National Highways and Expressway user fee Plaza lanes have been made FASTag lane with effect from 16th February 2021. Presently more than 98% of all user fee receipts on National Highways and Expressways are done through FASTags.

Further, the user fee collection for the last three Financial Years including in Build Operate Toll (BOT) projects is as under:

Financial Year	User fee collection (in Crore Rupees)
2021-22	33,928.66
2022-23	48,032.40
2023-24	55,882.13

(b) Electronic Toll Transactions through FASTag System is processed through a secure ecosystem involving the Acquirer Bank at user fee Plaza, NPCI and Issuer Bank of FASTag. The Electronic Toll Collection (ETC) system is designed such that no FASTag transaction can take place without the participation of all three stakeholders i.e., Acquirer Bank at user fee plaza, NPCI and Issuer Bank. There are no reported cases of revenue leakages in FASTag system.

Users are sometimes charged extra or there are incorrect deductions from FASTag. Such incidents happen when incorrect Vehicle Registration Number (VRN) is entered in the system while manually creating VRN based transactions due to which user fee is deducted even without vehicle passing the user fee plaza (false deduction). Also sometimes double charging happens due to multiple reading by FASTag readers. Sometimes balance is not updated after recharge due to

internet connectivity issues. The chargebacks are made in all such cases by banks when any complaint is made in this regard. As per National Payment Corporation of India (NPCI) report, in 2024, chargebacks were made to FASTag users for 12.55 lakh transactions which is about 0.03% of total 410 crore FASTag transactions made in 2024.

In case of false deduction cases, a penalty of Rs. 1 lakh per case is also levied on Toll Collection Agency creating transactions on incorrect VRN.

(c) Grievance Redressal System in National Electronic Toll Collection (NETC) Program:

(i) National Payment Corporation of India (NPCI), which provides the Central Clearing House (CCH) services of National Electronic Toll Collection (NETC) Programme, has reported 12.55 lakh transactions where refunds were made due to incorrect user fee (toll) deductions in the year 2024 out of a total of 410 crore FASTag transactions in the same year which represents 0.03% of all Fastag transactions.

(ii) In case of incorrect Toll deduction, the Fastag user can raise complaint to the Issuer Bank of FASTag, National Highway Helpline 1033 or dedicated email at falsededuction@ihmcl.com

(iii) Each case is thoroughly investigated by Banks/Indian Highways Management Company Limited (IHMCL) and chargebacks are done if cases are found bonafide. In case of doubtful cases, the benefit of doubt is passed to the FASTag user.
