

GOVERNMENT OF INDIA  
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS

**LOK SABHA**  
**UNSTARRED QUESTION NO. 2405**  
ANSWERED ON 5<sup>TH</sup> MARCH, 2020

**FUNCTIONING OF FASTAG SYSTEM**

2405. SHRI DEVJI M. PATEL:  
MS. PRATIMA BHOUMIK:

Will the Minister of ROAD TRANSPORT AND HIGHWAYS  
सड़क परिवहन और राजमार्ग मंत्री

be pleased to state:

- (a) whether the Government has any data with regard to the number of FASTag issued in the last one year and if so, the details thereof, State/UT-wise;
- (b) whether the Government has received complaints against the toll operators due to non-working of FASTag scanner/system and if so, the details thereof and the action taken by the Government in this regard;
- (c) whether the Government is aware of an increase in the number of complaints against the toll operators' behaviour with the passengers; and
- (d) if so, the details thereof and the action taken by the Government against the toll operators?

**ANSWER**

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

**(SHRI NITIN JAIRAM GADKARI)**

(a) The State/UT-wise details of the FASTag issued on the basis of Vehicle registration number for the period of 1st March 2019 to 27th Feb 2020 are at **Annexure**.

(b) to (d) FASTag related issues and complaints at fee plazas of National Highways (NH) are addressed through a central NH Helpline Number 1033. Most of the complaints are resolved instantly by the customer executive. Other complaints are forwarded to concerned regional office of National Highways Authority of India (NHAI) and banks for necessary resolution. Apart from 1033, 24 participating banks of FASTag programme also have their own dedicated customer care helpline to cater to complaints of respective customer base. Complaints against toll operators have been received in some of the fee plazas. The issues are forwarded to concerned Project Implementation Unit (PIU) for proper investigation and necessary action. In case, there is any fault on part of toll operating agencies, action is taken as per the provisions of Contract Agreement.

**ANNEXURE**

ANNEXURE REFERRED TO IN REPLY TO PART (a) OF LOK SABHA UNSTARRED QUESTION NO. 2405 FOR ANSWER ON 05.03.2020 ASKED BY SHRI DEVJI M. PATEL AND MS. PRATIMA BHOUMIK REGARDING FUNCTIONING OF FASTAG SYSTEM

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S.No.	State/UT	Number of FASTags issued	S.No.	State/UT	Number of FASTags issued
1.	Maharashtra	12,16,604	20.	Jharkhand	87,924
2.	Tamil Nadu	9,43,059	21.	Bihar	86,056
3.	Haryana	8,63,139	22.	Nagaland	65,690
4.	Uttar Pradesh	8,32,444	23.	Mizoram	55,347
5.	Karnataka	8,32,161	24.	Jammu and Kashmir	50,269
6.	Gujarat	7,51,521	25.	Puducherry	30,241
7.	Rajasthan	6,90,095	26.	Assam	28,448
8.	Delhi	6,54,574	27.	Goa	13,952
9.	Punjab	5,83,956	28.	Dadra and Nagar Haveli	13,070
10.	Andhra Pradesh	5,00,009	29.	Daman and Diu	6,604
11.	Telangana	3,00,391	30.	Meghalaya	6,357
12.	Madhya Pradesh	2,62,025	31.	Arunachal Pradesh	1,023
13.	West Bengal	2,57,178	32.	Sikkim	704
14.	Kerala	2,23,084	33.	Tripura	663
15.	Odisha	1,17,634	34.	Manipur	311
16.	Chhattisgarh	1,14,973	35.	Andaman and Nicobar	164
17.	Chandigarh	1,12,166	36.	Ladakh	61
18.	Himachal Pradesh	1,05,062	37.	Lakshadweep	18
19.	Uttarakhand	89,102	38.	Others/ Vehicle registered with Chassis number	16,85,117
<b>Total</b>					1,15,81,196

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