

**GOVERNMENT OF INDIA
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS**

**LOK SABHA
STARRED QUESTION NO. 66
ANSWERED ON 24TH JULY, 2025**

AUTOMATION OF FASTAG SYSTEM

***66. SHRI AJAY BHATT:**

Will the Minister of ROAD TRANSPORT AND HIGHWAYS

सड़क परिवहन और राजमार्ग मंत्री

be pleased to state:

- (a) whether the Government is taking any measures to address the problems related to automation in the FASTag system across the country and if so, the details thereof;**
- (b) the timeline by which the automation of all toll plazas across the country is expected to be completed;**
- (c) the steps being taken by the Government to expedite maintenance works on National Highways in Uttarakhand that were delayed due to natural calamities and if so, the details thereof; and**
- (d) the expected timeline for completion of the said works?**

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) to (d) A Statement is laid on the Table of the House.

STATEMENT

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO. 66 FOR ANSWER ON 24.07.2025 ASKED BY SHRI AJAY BHATT REGARDING AUTOMATION OF FASTAG SYSTEM.

(a) to (b) The Government has declared all lanes of all toll fee plazas on National Highways as FASTag Lanes with effect from midnight of 15th/16th February 2021.

Presently, approximately more than 98% of user fee collection takes place through FASTag under National Electronic Toll Collection (NETC) programme. All FASTag transactions are processed in a secure ecosystem involving Toll Management System Software, Acquirer Bank, National Payment Corporation of India (NPCI) as Central Clearing House (CCH) and FASTag Issuer Bank. The transaction involves a transparent process wherein the deducted user fee (Toll) is informed to the highway users and recorded in a central repository.

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. 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. While the standard refund policy of the banks allows for a period of up to 40 days, such cases are promptly investigated and refund requests are typically initiated within 3 days.

As per National Payment Corporation of India (NPCI) report in 2024, charge-backs were made to FASTag users for 12.55 lakh transactions which are 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.

Moreover, it has also been decided to implement barrier-free Electronic Toll Collection (ETC) System with available technology at selected sections of National Highways as an added facility along with FASTag. Request for Proposal (RFP) to implement barrier-free tolling system on the fee plazas of Gharonda, Choryasi, Nemili, UER-II and Dwarka Expressway has been invited, with the possibility of implementing it on other fee plazas in a phased manner depending upon the outcome and efficacy of the implementation on these projects.

(c) to (d) As per Government's policy, if any stretch of a National Highway is not covered by a post-construction defect-liability or maintenance provision in terms of the construction/ development contract/ concession, then the Government approves either a Short Term Maintenance Contract (STMC) for a period of up to two years or a Performance-Based Maintenance Contract (PBMC) for 5 years for already developed stretches. Apart from these, if there are any damages in monsoon season, urgent temporary restoration works are carried out to restore the highway in traffic-worthy condition. For permanent repair works, Government considers sanctioning of SR (Special Repair) / ER (Emergent Repair) works on a case-to-case basis, with timeline of 06 months to 01 year for their implementation as per requirement.

The Government has sanctioned landslide protection work at 211 locations with a cost of Rs. 2642.75 Cr. since 2022-23 in the State of Uttarakhand. In addition, status of Maintenance work, taken up under STMC & PBMC in Uttarakhand is as under:

Particular	STMC		PBMC	
	Length (Km)	Cost (Cr.)	Length (Km)	Cost (Cr.)
Ongoing	209.50	52.57	-	-
Sanctioned work which are under Award	102.30	25.60	120.20	142.52
Planned for FY 2025-26	220	55	261	350
Additional Sanctioned for Machinery	-	5.11	-	-
Total	531.80	138.28	381.20	492.52
