

PNBFASTAG - FAQs

What is FASTag?

FASTag is a device that employs Radio Frequency Identification (RFID) technology for making toll payments directly from the prepaid or savings account linked to it. It is affixed on the windscreen of your vehicle and enables you to drive through toll plazas, without stopping for cash transactions. The tag can be purchased from Tag issuers and if it is linked to the prepaid account, then you need to recharge/ top up the tag as per your requirement.

What are the benefits of using FASTag?

- **Cashless payment** – FASTag users don't need to carry cash for toll transactions, and don't need to worry about collecting the exact change
- **Promotional cashback** – All FASTag users get a monthly cash back of 2.5% of toll transactions till 31 March, 2020.
- **Faster transit**–Auto-debit of exact amount through the FASTag enables faster transit through the toll plazas and saves time
- **Online recharge**– FASTag can be recharged online through Credit Card / Debit Card / NEFT/ RTGS or Net banking
- **SMS alerts**– Instant SMS alerts on registered mobile number for toll transactions, low balance, etc.

Which are the roads where the tag can be used?

FASTag is presently operational at 400 + toll plazas across National Highways as per list attached. The system is inter-operable and the same FASTag can be used across all toll plazas under the National Electronic Toll Collection (NETC) program. More toll plazas will be brought under the NETC program in the future. You may see the list of plazas in the 'Active Toll Plazas' section. Please visit the www.ihmcl.com for more details.

Is there any discount / cashback on toll payments using FASTag?

You can avail cash back of 2.5% on all Toll payments using FASTag in FY 2019-20. The cash back amount will be credit back in the tag linked account on monthly basis.

How can I buy FASTag?

For online you may visit bank web site, fill the application form, do the payment PNB fastag will be delivered to your filled address

What are the documents needed to apply FASTag?

You will need to carry original as well as copy of your KYC document. Following documents are required for applying for a FASTag.

1. Registration Certificate (RC) of the vehicle.
2. KYC doc as listed in the application form.

All required documents for FASTag should be in the name of the owner of the vehicle.

What are the charges for FASTag ?

Vehicle Class	Description	Security Deposit	Threshold deposit	Fastag issuance Fee	Total Cost
VC4	Car / Jeep / Van/Tata Ace	200	100	100	400

Please note:

1. Service tax will be levied on all the prescribed fees & charges at the applicable rates.
2. Convenience fee will be applicable for online recharge.
3. Threshold amount is the minimum recharge amount to be done at the time of tag activation.
4. The above mentioned tag deposit rates would be applicable as per your vehicle class and will be refunded to you at the time of FASTag account closure.

I have two vehicles; can I use one FASTag for two vehicles? No, you will need to take two separate FASTags for the two vehicles

Do I need to use any specific lane at the toll plaza for FASTag?

Yes, you will have to use the dedicated lanes for FASTag users. Only the marked lanes have the required RFID infrastructure installed to read your FASTag. In case you enter a cash-only lane, the FASTag will not be read and cash will need to be paid.

How would I know that the correct user fee has been deducted from my FASTag account?

You will receive an SMS alert in your registered phone number each time a balance is deducted from your FASTag account.

How would I report an incorrect deduction and how will I get back the same?

You can contact pnbfastag@pnb.co.in or **18004196610** an incorrect deduction. We will review your request and if found correct, will reverse the incorrect deduction.

How can I recharge my tag account?

You can online recharge your tag account by using your Credit Card/ Debit Card/ Net Banking credentials

How do I block my FASTag account, in case my vehicle is lost?

You can contact pnbfastag@pnb.co.in or **18004196610** .

In case of harassment/ misconduct/ discourteous/ rude behavior of toll collection staff, what should we do?

In case of such a scenario, a complaint is to be lodged with respective Project Directors at the toll plaza. Further, the incident may be reported to us via our email at etc.nodal@ihmcl.com.