

Definitions

- Issuer Bank – The bank that issues the tag to vehicle owner for payment through NETC system.
- Acquirer Bank – The bank which has acquired the toll plaza for accepting payments from issuing bank through NETC system

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.
- Faster transit – Auto-debit of exact amount through the FASTag enables faster transit through the toll plazas and saves time
- 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. 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 ihmcl.com for more details.

How can I buy FASTag?

For online application, you may visit bank web site, fill the application form and do the payment. PNB Fastag will be delivered to your filled address. Only VC4 tags will be issued from online portal. Account with PNB is not required for online issuance. For other tags, customer needs to have an account with PNB and has to visit the branch for issuance.

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.

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 document 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 | Mapper Class | Type of vehicle | Tag Color | Security Deposit | Threshold Amount |
|---------------|--------------|---|-----------|------------------|------------------|
| 4 | 4 | Car / Jeep / Van | Violet | 200 | 100 |
| | 20 | Tata Ace / similar Light Commercial Vehicle | | | |
| 5 | 5 | Light Commercial vehicle 2-axle | Orange | 300 | 140 |
| | 9 | Mini Bus | | | |
| 6 | 6 | Light Commercial vehicle 3-axle | Yellow | 400 | 300 |
| | 8 | Bus 3-axle | | | |
| | 11 | Truck 3-axle | | | |
| 7 | 7 | Bus 2-axle | Green | 400 | 300 |
| | 10 | Truck 2-axle | | | |
| 12 | 12 | Truck 4-axle | Pink | 400 | 300 |
| | 13 | Truck 5-axle | | | |
| | 14 | Truck 6 Axle | | | |
| 15 | 15 | Truck 7-axle and above | Blue | 400 | 300 |
| 16 | 16 | Earth Moving Machinery | Black | 400 | 300 |
| | 17 | Heavy Construction Machinery | | | |

Please note:

1. Convenience fee will be applicable on online payment / recharge
2. Charges mentioned above are subject to change. Please visit our website <https://www.pnbindia.in> for the latest charges.
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. The Security Deposit cannot be used for making toll payments. If the security is debited, the tag would go to low balance status and has to be recharged.

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. You may also login to our online portal using the credentials delivered on your mobile at the time of registration to view your transaction and recharge history.

How can I recharge my tag account online?

You can recharge your tag account online by using your Credit Card/Debit Card/Net Banking by logging in to the online portal.

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.

How do I report an incorrect/ extra deduction and how will I get back the same?

Please send an email with details of transactions and enclose photos of vehicle and RC to pnbfastag@pnb.co.in for refund of excess toll debited. This must be done within 35 days of the transaction date. The transaction will be reviewed by the acquiring bank, and if complaint is found to be correct, the amount will be refunded.

I have a FASTag of correct Vehicle Class for my vehicle. Why is a debit adjustment being shown on my transaction history?

This may happen due to differences in weight of the vehicle as measured at the toll plaza and the maximum weight allowed for that vehicle class. For correction, please send an email with details of transactions and enclose photos of vehicle and RC to pnbfastag@pnb.co.in. This must be done within 35 days of the transaction date.

I have raised a complaint and submitted the photos of the RC and vehicle but still not received the refund.

Chargeback processing time at acquirer bank is upto 40 days as per NPCI guidelines.

My tag is damaged/torn/mutilated/not readable at toll plaza.

Please replace the tag from the channel that was used to purchase the tag (CBS/Online). A fee of Rs. 100 will be applicable for replacement. Previous balance will be transferred to new tag. However, the account number in CBS will remain the same as before.