



# भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(सड़क परिवहन और राजमार्ग मंत्रालय)

## National Highways Authority of India

(Ministry of Road Transport and Highways)

जी-5 एवं 6, सेक्टर-10, द्वारका, नई दिल्ली-110075

G-5 & 6, Sector-10, Dwarka, New Delhi-110075

दूरभाष / Phone : 91-11-25074100/25074200

फैक्स / Fax : 91-11-25093507 / 25093514

### NHAI/Policy Guidelines/Management of Monthly Passes/2018

Policy No.17.5.78, Dated the 16<sup>th</sup> February 2018

(Decision taken by EC in the meeting dated 31.01.2018 on the Agenda no.333.04)

**Sub: Implementation of Hybrid ETC System (HES) in all lanes of Toll / User Fee Plazas along the National Highways-Standard Operating Procedure for management of monthly passes through FASTag-reg.**

#### Reference:

- (i) Letter No. ETC/Operations/Phase-II/2017/304 dated 20<sup>th</sup> July, 2017
- (ii) Circular No. NHAI/13013/2016-17/CO/Hybrid ETC dated 30<sup>th</sup> November, 2017

1. In order to remove the bottlenecks associated with manual toll collection and ensure seamless movement of traffic and collection of toll as per the notified rates, the Government had decided to introduce Electronic Toll Collection (ETC) across National Highways in India. Additionally, it was mandated to install, maintain and operate a uniform, inter-operable Hybrid ETC System on all lanes of all the toll plazas of the country.
2. Vide Ref. (i) and (ii), the decision of the Government to implement Hybrid ETC System on PPP toll plazas was conveyed and the SOP and timelines for the same had been communicated.
3. Currently, monthly passes, wherever applicable, are being issued on multiple modes of payment including cash and FASTag. But on ground, it has been observed that majority of monthly passes are being issued and processed through cash lanes only leading to severe congestion at the toll plazas.
4. Hence, in order to ensure effective decongestion at toll plazas and promote FASTag, it has been decided that all monthly passes, wherever applicable, shall be issued mandatorily by concessionaires / toll plaza operators through FASTag only starting from April 1, 2018. All subsequent processing and renewal of monthly passes shall be done on ETC platform through FASTags and no cash payment shall be accepted for the same. This shall be applicable at all the toll plazas where at least one lane in each direction of traffic is Hybrid ETC enabled.
5. Toll plaza operators / concessionaires shall conduct regular awareness program prior to implementation of the above mentioned management of monthly passes through FASTag to communicate the changes to the road users and to ensure all monthly pass users have FASTags for subsequent payment of user fees.
6. This issues with the approval of competent Authority of NHAI.

(V.K. Sharma)

Chief General Manager(HR/Admn.)-I

To

All Officers at NHAI HQ/ROs/PIUs/CMUs/Site Offices.  
Hindi Officer for translation in Hindi