

# Web-portal for Issuance of FASTag under Exempted Category

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User Guide for  
Applicant – ver 2.0

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National Highways Authority of India



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## 1. Background

### 1.1. Introduction

Ministry of Road Transport & Highways has introduced RFID-based FASTag to implement Electronic Toll Collection (ETC) programme so as to remove delays and congestion at user fee plaza and also to smoothen the user fee collection operation.

As per Ministry's direction, it has been decided that all categories of vehicles included under the category of "exempted from paying user fees" as per Rule 11 of National Highways Fees (Determination of Rates and Collection) Rules, 2008 and subsequent amendments, shall be issued exempted category FASTag, based on application made by self or an authorized representative.

To facilitate the process of Application online, a web-portal has been developed by National Highways Authority of India is the Nodal point to facilitate all matters relating to issuance of all exempted FASTag.

### 1.2. Purpose of the Document

The purpose of the document is to explain the Application process for issuance of FASTag to exempted Category of vehicles on the web-portal.

## 2. List of Exempted Category of Mechanical Vehicle

The list of Exempted Category of Mechanical vehicle as issued by Ministry of Road Transport & Highways is as below:

Sl. No.	Exempted Category of Mechanical Vehicle	Code
<b>(a)</b>	<b>Transporting and accompanying –</b>	
(i.)	The President of India;	<b>1</b>
(ii.)	The Vice-President of India;	<b>2</b>
(iii.)	The Prime-Minister of India;	<b>3</b>
(iv.)	The Governor of a State;	<b>4</b>
(v.)	The Chief Justice of India;	<b>5</b>
(vi.)	The Speaker of the House of People;	<b>6</b>
(vii.)	The Cabinet Minister of the Union;	<b>7</b>

Sl. No.	Exempted Category of Mechanical Vehicle	Code
(viii.)	The Chief Minister of a State;	8
(ix.)	The Judge of the Supreme Court;	9
(x.)	The Minister of State of the Union;	10
(xi.)	The Lieutenant Governor of a Union territory;	11
(xii.)	The Chief of Staff holding the rank of full General or equivalent rank;	12
(xiii.)	The Chairman of the Legislative Council of a State;	13
(xiv.)	The Speaker of the Legislative Assembly of a State;	14
(xv.)	The Chief Justice of a High Court;	15
(xvi.)	The Judge of a High Court;	16
(xvii.)	The Member of Parliament;	17
(xviii.)	The Army Commander of Vice-Chief of Army Staff and equivalent in other services;	18
(xix.)	The Chief Secretary to a State Government within concerned State;	19
(xx.)	The Secretary to the Government of India;	20
(xxi.)	The Secretary, Council of States;	21
(xxii.)	The Secretary, House of People;	22
(xxiii.)	The Foreign dignitary on State visit;	23
(xxiv.)	The Member of legislative Assembly of a State and the Member of Legislative Council of a State within their respective State, if he or she produces his or her identity card issued by the concerned Legislature of the State;	24
(xxv.)	The awardee of Pram Vir Chakra, Ashok Chakra, Maha Vir Chakra, Kirti Chakra, Vir Chakra and Shaurya Chakra, if such awardee produces his or her photo identity card duly authenticated by the appropriate or competent authority for such award;	25
<b>(b)</b>	<b>Used for official purpose by –</b>	
(i.)	the Ministry of Defense including those which are eligible for exemption in accordance with the provisions of the Indian Toll (Army and Air Force) Act, 1901 and rules made there under, as extended to Navy also;	27
(ii.)	The Central and State armed forces in uniform including Para military forces and police;	28
(iii.)	An Executive Magistrate;	29
(iv.)	The fire-fighting Department or organization;	30

Sl. No.	Exempted Category of Mechanical Vehicle	Code
(v.)	The National Highway Authority of India or any other Government organization using such vehicle for inspection, survey, construction or operation of national highways and maintenance thereof;	31
(c)	Used as ambulance; and	32
(d)	Used as funeral van.	33
(e)	Mechanical vehicles specially designed and constructed for use of a person suffering from physical disability.	34

### 3. Steps for Applying for FASTag under Exempted Category

#### CHECKLIST OF DOCUMENT REQUIRED

Scanned copies of the following documents are required to apply online for exempted FASTag:

1. Application Form duly filled and signed
2. RC of the vehicle
3. ID proof (such as Aadhaar card, PAN, DL, Passport, Voter ID card, Govt. ID proof)
4. Proof of Exemption as applicable

#### 3.1. Application Process

Step	Activity
<b>Registration Process</b>	
1.	<ul style="list-style-type: none"> <li>✓ User visits the web-portal available on NHAI/IHMCL website.</li> <li>✓ Registers himself/herself providing details such as Name, Email ID, Mobile and City.</li> <li>✓ User ID and Password is sent to registered Email ID.</li> </ul>
<b>Application Process</b>	
2.	Download Application Form for exempted FASTag by clicking on “Download Form” in the Dashboard.
3.	User Logs on to the web-portal using User ID and Password
4.	User clicks on the “Upload Form” section on the Applicant dashboard and fill the following details: <ol style="list-style-type: none"> <li>a) Select concern Regional Office (RO), NHAI for submission of Application</li> <li>b) Selects exempted category as per provided in the list in Section 2</li> <li>c) Fill up Vehicle Registration Number for which exemption is requested</li> </ol>

Step	Activity
	<p>d) Upload following document/image:</p> <ol style="list-style-type: none"> <li>a. Scanned copy of RC of the Vehicle</li> <li>b. Scanned copy of ID proof</li> <li>c. Scanned copy of Proof of exemption</li> <li>d. Scanned copy of duly Filled and Signed Application Form</li> </ol> <p>Submit the Application by clicking on “Submit” button.  <b>Application Submission Process – Completed.</b></p>
<b>Post Application Submission</b>	
5.	On successful submission of Application Form and auto-reply email is sent to registered email ID along with Application Case ID.
6.	User can track the status of Application on the portal
7.	In case, any observation is found during scrutiny by RO, NHAI, user shall have to submit necessary document/clarification in the web-portal as required.
8.	Upon approval and issuance of exempted FASTag, user receives an email on his/her registered email ID with details.
9.	<p>After the approval applicant will get a call from FASTag issuance team for registration and issuance of exempted FASTag. During the issuance of FASTag applicant will receive the OTP on his registered mobile number for linking of FASTag with wallet, the applicant is required to share the OTP with the FASTag issuance team for issuance of FASTag.</p> <p><b>Please Note:- Applicant shall verify all the details of the application with POS agent before sharing the OTP.</b></p>
10.	User is required to collect the assigned FASTag from the concerned RO, NHAI. Representative of RO, NHAI shall handover the FASTag to the Applicant/or authorized representative.

#### 4. Important Points to Note

1. Exempted FASTag shall be issued **free of cost** to the exempted categories of mechanical vehicles as per NH Fee Rule 2008 and subsequent amendments.
2. Applicants are required to judiciously submit application form to concerned Regional Offices of NHAI only. In case of any further clarification, applicant must reach out to respective Regional Offices of NHAI. The List of NHAI Regional Offices is provided in Annexure 1.
3. No Application for exempted category FASTag should be submitted to IHMCL directly by Applicant.
4. For the avoidance of doubt, it is clarified that vehicles/persons that have been exempted from payment of user fees but, which have not been affixed with functional exempted FASTag, shall continue to reap the benefit of non-payment of user fees upon production of valid ID card.

## 5. Annexure 1 - List of NHAI Regional Offices

Sl #	RO Name	Email ID	Address
1	RO VIJAYAWADA	<a href="mailto:rovijayawada@nhai.org">rovijayawada@nhai.org</a>	Regional Office, National Highways Authority of India, Plot No.21, Teachers Colony, Gurunanak Nagar Road, Vijayawada, A.P., 520008
2	RO GUWAHATI	<a href="mailto:rogby@nhai.org">rogby@nhai.org</a>	National Highways Authority of India, Regional Office, Guwahati, NEDFi House, 4th Floor, G. S. Road, Dispur, Guwahati-781006 Assam
3	RO PATNA	<a href="mailto:ropatna@nhai.org">ropatna@nhai.org</a>	Regional Office, National Highways Authority of India, D-63, First Floor, Rajesh Kumar Path, Sri Krishnapuri, Boring Road, Patna-800001
4	RO NAGPUR	<a href="mailto:ronagpur@nhai.org">ronagpur@nhai.org</a>	Regional Office National Highways Authority of India Plot No.159, Bungalow No.1, Sudhakar Apartments, Ram Nagar, Ambazari Hill Top, Nagpur-440033, Maharashtra
5	RO DELHI	<a href="mailto:rodelhi@nhai.org">rodelhi@nhai.org</a>	National Highways Authority of India, G5 &6, Sector-10, Dwarka- New Delhi-110075
6	RO MUMBAI	<a href="mailto:romumbai@nhai.org">romumbai@nhai.org</a>	The CGM & RO, Mumbai, Maharashtra, National Highways Authority of India, Regional Office-Maharashtra,4th Floor, MTNL Telephone Exchange Building; CBD Belapur, Navi Mumbai-400614
7	RO GANDHINAGAR	<a href="mailto:rogujarat@nhai.org">rogujarat@nhai.org</a>	Regional office – GANDHINAGAR (Gujarat), National Highways Authority of India, 235-239, 2nd Floor, Supermall-01, Above-HDFC Finance, Infocity, Gandhinagar-382007 (Gujarat)
8	RO CHANDIGARH	<a href="mailto:rochandigarh@nhai.org">rochandigarh@nhai.org</a>	National Highways Authority of India C/o Regional Officer, Chandigarh Bays No. 35-38, 1st Floor, Sector-4, Panchkula-134112

SI #	RO Name	Email ID	Address
9	RO JAMMU	<a href="mailto:rojammu@nhai.org">rojammu@nhai.org</a>	House No. 315, Sec-1,1st floor, Channi Himmat, Jammu-180015
10	RO RANCHI	roranchi@nhai.org	Regional Office, National Highways Authority of India, C-129, Road No. 2C, Vidyalaya Marg, Ashok Nagar, Ranchi, 834002 (Jharkhand),
11	RO BENGALURU	<a href="mailto:robangalore@nhai.org">robangalore@nhai.org</a>	National Highways Authority of India, Regional Office, Sy.No. 13, 14th km, Near Deepak Bus Stop, Nagasandra, M.S. Ramaiah Enclave, Bengaluru - Tumkur Road (NH-4), Bengaluru - 560 073
12	RO KERALA	rokerala@nhai.org	National Highways Authority of India, Regional Office-Kerala, T C 86/1036-1, Ambly Arcade, S.N.N.R.A-9, Pettah P.O., Thiruvananthapuram-695 024, Kerala
13	RO BHOPAL	<a href="mailto:robhopal@nhai.org">robhopal@nhai.org</a>	National Highways Authority of India, Regional Office, E-2/167 Arera Colony, Near Habibganj Railway Station, Bhopal (M.P.) Pin - 462016
14	RO BHUBNESWAR	roodisha@nhai.org	National Highways Authority of India, Regional Office, Odisha,301-A, 3rd Floor, Pal Heights, Plot No. J/7, Jaydev Bihar, Bhubaneswar- 751013
15	RO CHENNAI	<a href="mailto:rochennai@nhai.org">rochennai@nhai.org</a>	Regional Office, Chennai National Highways Authority of India, SRI TOWER, 3rd Floor, D P-34, SP Industrial Estate, Guindy, Chennai 600 032
16	RO JAIPUR	<a href="mailto:ro jaipur@nhai.org">ro jaipur@nhai.org</a>	National Highways Authority of India. Regional Office, F-120, Janpath, Shyam Nagar, Jaipur-302 019
17	RO- VARANASI	<a href="mailto:rovaranasi@nhai.org">rovaranasi@nhai.org</a>	Regional Officer, National Highways Authority of India, Sikraul, Varanasi, Uttar Pradesh 221002
18	RO HYDERABAD	rohyderabad@nhai.org	Regional Officer, National Highways Authority of India, First Floor, New Building, Administrative Staff College of



SI #	RO Name	Email ID	Address
			India (ASCI), College Park Campus, Road No.3 Banjara Hills Hyderabad-500 034
19	RO LUCKNOW	<a href="mailto:rolucknow@nhai.org">rolucknow@nhai.org</a> / <a href="mailto:rowestup@nhai.org">rowestup@nhai.org</a>	3/248, Vishal Khand, Gomti Nagar, Lucknow Pin - 226010
20	RO DEHRADUN	<a href="mailto:routtarakhand@nhai.org">routtarakhand@nhai.org</a> ,	Regional Office, Uttarakhand, National Highways Authority of India, 58/37, Balbir Road, Dehradun 248001
21	RO KOLKATTA	<a href="mailto:rokolnhai@gmail.com">rokolnhai@gmail.com</a> / <a href="mailto:rokolkata@nhai.org">rokolkata@nhai.org</a>	Regional Office Kolkata - Synthesis Business Park, Wing C, 8th Floor, CBD/1, JL-23, Action Area-II, New Town, P.S. Rajarhat, Kolkata - 700 156
22	RO SHIMLA	<a href="mailto:rohimalpradesh@nhai.org">rohimalpradesh@nhai.org</a>	House No.-1, RishikeshSdan, Shanti Kutia, Chakkar Shimla-171005 H. P
23	RO MADURAI	<a href="mailto:romadurai@nhai.org">romadurai@nhai.org</a>	Regional Officer, National Highways Authority of India, Plot No. 3, Surya Towers, 2nd Floor, 1st East Street, K.K. Nagar, Madurai, Tamil Nadu-625020
24	RO RAIPUR	<a href="mailto:roraipur@nhai.org">roraipur@nhai.org</a>	Regional Office (Chhattisgarh) National Highways Authority of India, (Ministry of Road Transport & Highways, Govt of India) Plot No - I/21 Anupam Nagar, TV Tower Road, Raipur-492006, Chhattisgarh

Note: For more details, kindly visit [nhai.gov.in](http://nhai.gov.in)