

Web-portal for Issuance of FASTag under Exempted Category

User Guide for RO, NHAI
ver 2.0

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 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 Scrutiny process and Completion of Application process to be carried out by Regional Office, NHAI for issuance of exempted Category of vehicles on the web-portal.

The List of Exempted Category of Mechanical Vehicle is provided at Annexure 1.

Screenshots of key steps of the Web-portal are provided at Annexure 2 for reference.

2. Steps for Scrutiny of Application process by RO, NHAI

2.1. Application Scrutiny Process

Step	Activity
1.	<ul style="list-style-type: none">✓ RO visits the web-portal available on NHAI/IHMCL website. http://exemptedfastag.nhai.org/.✓ Logs on to the web-portal using User ID and Password
2.	<ul style="list-style-type: none">✓ On the RO Dashboard, User clicks on "Applicant Request" tab and can view the list of Applications received for approval.✓ RO shall click on the 'Details' on each Application to see Application details and view list of documents uploaded by the Applicant. <p>Please note the documents to be verified by the RO is as below:</p> <ul style="list-style-type: none">○ Duly filled and signed Application Form○ RC of the Vehicle○ ID proof○ Proof of exemption

Step	Activity
	Please note that an email alert is also sent to the registered email ID of RO whenever an Application is submitted on the wen-portal.
3.	<ul style="list-style-type: none"> ✓ RO shall review the Application form and supporting documents provided by the user and Approve/Disapprove them. ✓ RO can also mention comments against each document in case they are disapproving the files and seek clarification from the Applicant.
4.	While approving, RO also selects the Exempted period for the exemption for the Application being approved.

2.2. Post-Scrutiny Process

Step	Activity
1.	On approval by RO, the application is forwarded to the CO division for approval. Concerned RO can view all forwarded Applications on the “ RO Approved ” tab on RO Dashboard.
2.	Once the application is approved by the CO division, the approved application shall be viewed on the “ CO/Div Approved ” tab on RO Dashboard. The concerned RO assigned the TID of exempted FASTag by clicking on “Details”.
3.	<ul style="list-style-type: none"> ✓ After assigning of TID to each Application, it is forwarded to IHMCL for Tag activation and exemption.
4.	<ul style="list-style-type: none"> ✓ Once RO receives the confirmation of Exemption from IHMCL viewed at “IHMCL Tid Approved” tab on Dashboard. RO shall affix the tag on the vehicle and the details will be upload on the portal. . <p>Please note that status of each steps of Application process shall also be visible in the Applicant’s Dashboard and communicated to auto generated email.</p>

2.3. Process of FASTag handing over to Applicant

Step	Activity
1.	Once the applicant visits the RO, the authorized person from RO will get it affixed on the assigned vehicle of the FASTag to the Applicant as per Standard Affixation guidelines.
2.	<p>RO representative shall solicit an acknowledgement and fill the acknowledge details and upload proof of tag hand-over/affixation by uploading on “Upload Pic” tab in ‘IHMCL TID Approved’ section</p> <p>Here, RO also needs to mention the details of the authorized representative who has handed over the FASTag to the applicant at “Acknowledge Details”.</p>
3.	Process Completed. RO may view all history of all approved Application on the clicking the “Approved Records”.

2.4. Summary of Key Sections (Screenshots provided in Annexure 2) –

Name of Section/Tab on RO Dashboard	Functions
“Applicant request”	To review uploaded documents and Approve and Forward to CO Division
“RO Approved”	To view all the Application forwarded to CO Division
“CO/Div Approved”	<ul style="list-style-type: none"> ✓ To view all the Application approved by CO Division ✓ To assign TID against the approved application.
“IHMCL TID Approved”	<ul style="list-style-type: none"> ✓ To view all TIDs activated & exempted by IHMCL
“Approved Records”	To view all exempted list of exempted FASTag issued to applicants under each RO

3. Important Points to Note for RO

1. **RO, NHAI shall scrutinise the applications** and if application is found in order- forward it to NHAI/ the authorized agency for issuance of exempted FASTag.
- 2.
3. RO shall handover only the assigned tag with TID as mentioned in the Portal to the right applicant.
4. IHMCL shall not be held responsible for any discrepancy in case wrong tag is handed over to Applicant by RO.
5. It may be noted that if any unregistered FASTag is detected by ETC reader at toll lanes it shall get “black-listed” by the concerned Acquirer bank, and once the tag is blacklisted it cannot be used for toll payment at toll plazas.
6. Any request for activation of tag post ‘blacklisting’ shall not be entertained. Also, by Programme design, any vehicle with blacklisted FASTag assigned to it, cannot be issued any new FASTag by any bank/issuing entity.
7. ROs must ensure safe custody of tags to prevent any misuse or unauthorised transactions. Any unauthorised transactions through the tags shall be liable to the by RO office, in case any disputes arise. IHMCL shall, by no means, be held liable for any misuse or unauthorised transaction carried out via these tags delivered to respective RO.
8. Exempted FASTag shall be issued **free of cost** to the exempted categories of mechanical vehicles as per NH Fee Rule 2008 and subsequent amendments.

9. As per SOP, the FASTag shall have to be affixed on the windscreen of assigned vehicles at RO Level as per Affixation policy. For affixation process please visit, the following link:

https://www.youtube.com/watch?v=QeUHQ_FYQzQ

10. 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.

4. Annexure 1 - 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
(a)	Transporting and accompanying –	
(i.)	The President of India;	1
(ii.)	The Vice-President of India;	2
(iii.)	The Prime-Minister of India;	3
(iv.)	The Governor of a State;	4
(v.)	The Chief Justice of India;	5
(vi.)	The Speaker of the House of People;	6
(vii.)	The Cabinet Minister of the Union;	7
(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

Sl. No.	Exempted Category of Mechanical Vehicle	Code
(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)	Used for official purpose by –	
(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
(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

5. Annexure 2 – Screenshots of Key Steps in the Web-portal

1. RO Dashboard page

The screenshot displays the RO Dashboard page. At the top left is the National Highways Authority of India (NHAI) logo, featuring the Ashoka Lion Capital. To its right, the text reads "NATIONAL HIGHWAYS AUTHORITY OF INDIA" and "MINISTRY OF ROAD TRANSPORT & HIGHWAYS, GOVERNMENT OF INDIA". On the top right is the NHAI logo with the motto "सिंह पर सिंह" (Singh Par Singh).



The left sidebar contains the following navigation items:

- Dashboard RO
- Applicant Request
- CO Approved/TID Requested
- IHMCL Approved TID
- Final Delivery Report
- Logout

The main content area is titled "Welcome to RO Dashboard" and contains five data cards:

Category	Count
Applicant Request	1
R.O Approved	0
CO/Div Approved	0
IHMCL Tid Approved	0
Approved Records	0

2. Applicant Request Section

**NATIONAL HIGHWAYS AUTHORITY OF INDIA**
MINISTRY OF ROAD TRANSPORT & HIGHWAYS, GOVERNMENT OF INDIA

Dashboard RO

Applicant Request

CO Approved/TID Requested





IHMCL Approved TID

Final Delivery Report


Logout

Applicant Request Report

Search:


Sr No.	Applicant Name	Application Number	Exempted Category	R.C.	ID Proof	Exemption Proof	Submitted Form	View
1	Soumya Singh	RO-VIJ-211865099582	The NHAI or any other Government organization using such Vehicle used in Operation NHAI Survey,Construction and maintenance (31)					Details

3. Document Approval section



NATIONAL HIGHWAYS AUTHORITY OF INDIA

MINISTRY OF ROAD TRANSPORT & HIGHWAYS, GOVERNMENT OF INDIA




- Dashboard RO
- Applicant Request
- CO Approved/TID Requested
- IHMCL Approved TID
- Final Delivery Report
- Logout


RO Name	<input type="text" value="RO VIJAYAWADA"/>	Applicant Name	<input type="text" value="Soumya Singh"/>
Application Number	<input type="text" value="RO-VIJ-211865099582"/>	Email Id	<input type="text" value="soumya@ihmcl.com"/>
Contact Number	<input type="text" value="9013556177"/>	Vehicle No	<input type="text" value="up78bu0058"/>
R.C.	<input type="text" value="ID Proof"/>	Exemption Proof	<input type="text" value="Submitted Form"/>
Status Approval	<input type="text" value="--Select--"/>	Exempted Period	<input type="text" value="--Select--"/>

Save

4. To assign TID against the approved application



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Dashboard RO

Applicant Request





CO Approved/TID Requested

IHMCL Approved TID

Final Delivery Report

Logout

TID Requested Form

RO Name	<input type="text" value="RO VIJAYAWADA"/>	Applicant Name	<input type="text" value="Soumya Singh"/>
Application Number	<input type="text" value="RO-VIJ-211865099582"/>	Email Id	<input type="text" value="soumya@ihmcl.com"/>
Contact Number	<input type="text" value="9013556177"/>	Vehicle No	<input type="text" value="up78bu0058"/>
R.C.	<input type="text" value=""/> 	ID Proof	<input type="text" value=""/> 
		Exemption Proof	<input type="text" value=""/> 
		Submitted Form	<input type="text" value=""/> 
TID*	<input type="text"/>		

7. IHMCL TID Approved



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MINISTRY OF ROAD TRANSPORT & HIGHWAYS, GOVERNMENT OF INDIA



Dashboard RO	IHMCL TID Approved			
Applicant Request	RO Name	<input type="text" value="RO VIJAYAWADA"/>	Applicant Name	<input type="text" value="Soumya Singh"/>
CO Approved/TID Requested	Application Number	<input type="text" value="RO-VIJ-211865099582"/>	Email Id	<input type="text" value="soumya@ihmcl.com"/>
IHMCL Approved TID	Contact Number	<input type="text" value="9013556177"/>	Vehicle No	<input type="text" value="up78bu0058"/>
Final Delivery Report	TID	<input type="text" value="E200341255555555555555555"/>		
Logout	R.C.	ID Proof	Exemption Proof	Submitted Form
	Acknowledge No*	<input type="text"/>	Upload Pic (.jpg)*	<input type="button" value="Choose File"/> No file chosen
			<input type="button" value="Save"/>	

