

### **SOP for Using FASTage Lanes at the Toll Plazas**

1. While approaching NHAI's Toll Plaza, Identify FASTag lane locating the FASTag Logo/ Symbol.

2. FASTag lane can also be identified by locating the toll lane with extended Island/ Separator.

a) The toll plaza may be equipped with complete infrastructure and DEDICATED FASTag LANE(s)

i. Such plaza will have a dedicated FASTag lane marked as FASTag Lane, which start about 70 meters before the Toll plaza. There is FASTag sign board / Banners installed on the FASTag lanes

b) Toll Plazas may not be equipped with dedicated FASTag lane (temporary toll plaza or plazas having insufficient lanes)

i. Such toll plazas may not have a proper canopy or plaza building

ii. Such toll plazas may not have the dedicated FASTag lane marked

3. Approaching Toll Plaza with Dedicated FASTag Lane(s)

a) While approaching the Toll Plaza, the road user shall slow down to check for FASTag signage

b) The user shall enter the earmarked FASTag lane at approximate speed of 25-30 kmph and maintain at least 10 metres distance form any vehicle ahead of you.

c) Allow the vehicle ahead of you to pass through boom barrier.

d) If the RFID Tag is read by reader installed in designated lane and authenticated adequately, i. User will see green traffic light to guide him to pass through the lane. ii. The barrier will stay open.

e) Don't stop your vehicle once you reach canopy/reader and after green signal appear/ boom barrier opens. Caution- Taking too much time may lead to fall of boom barrier.

f) In case the RFID Tag is not read or validated due to any reason,-

i. The traffic lights will turn red and guide the users to exit out of FASTag lane.

ii. The user should slow down as the boom barrier may come down.

iii. The Toll Plaza staff shall check the tag with hand held reader

iv. If the hand held reader reads and validates the tag, the vehicle shall be allowed to cross the toll plaza.

v. If the Tag is not valid or is blacklisted, the vehicle owner shall pay the toll in Cash

4. Approaching Toll Plaza with NO DEDICATED FASTag Lane (Temporary / Under Progress)

a) while approaching the Toll Plaza, the road user shall slow down to check for lane marked as FASTag or Mixed lane (FASTag& Cash) at approximate speed of 25-30 KM per hour.

b) User shall stop his vehicle near the payment booth (pay axis) and request for FASTag transaction.

c) Toll Plaza staff shall check the installed FASTag with a hand held reader

i. If the hand held reader reads and validates the RFID Tag, the vehicle shall be allowed to cross the toll plaza.

ii. If the RFID Tag is not valid or is blacklisted, the vehicle owner shall pay the toll in cash.