

**We** are pleased to inform that MoRTH/NHAI/IHMCL has launched **1033** helpline number for addressing **FASTAG** complaints at toll plaza level. Customer can simply dial **1033** from Mobile/Landline for the following issues:

- Stopped at the plaza for Tag blacklist reason even through Tag is not blacklisted.
- Plaza not accepting Fastag
- Plaza is not able to read the Tag
- Plaza is not supporting for monthly pass issuance
- Any other applicable issue for Fastag

### **SUDICO FASTag**

SUDICO FASTag is a device that employs Radio Frequency Identification (RFID) technology for making toll payments directly from CASA account linked to it.

It is affixed on the windscreen of your vehicle and enables you to drive through toll plazas, without stopping for any cash transaction.

The tag can be purchased from your parent Branch and it is linked with your CASA account.

It is a 10 x 5 cm, rectangle shape, multi layered tag, which is made out of good quality paper, containing chip and antenna inside its layers, it is pasted on the wind screen of the vehicle, and through Radio frequency identification method, the information is read at the toll plaza from the tag.

Tag provides you with the convenience and ease during transit through the toll plaza along with saving time, fuel and money. SUDICO FASTag is presently operational at 430+ toll plazas across National Highways.

The system is inter-operable and the same SUDICO 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. Please visit the website [www.ihmcl.com](http://www.ihmcl.com) for more details.

### **How does SUDICO FASTag works**

You can contact our customer Care centre at 1800 233 9900 for any query related to SUDICO FASTag.

Customer's CASA account is directly linked with their SUDICO FASTag and making toll payments directly from the CASA account.

#### **Documents Required for SUDICO FASTag**

Since the SUDICO FASTag is linked to an account, KYC documentation would be required as per the KYC policy of the Issuer Bank.

Apart from the KYC documentation, you need to submit Registration Certificate (RC) of the vehicle, Insurance certificate, License Copy of the owner along with the application for SUDICO FASTag.

### **Features of SUDICO FASTag**

<b>Cashless payment</b>	SUDICO FASTag users don't need to carry cash for toll transactions, and don't need to worry about collecting the exact change.
<b>Faster transit</b>	Auto-debit of exact amount through the SUDICO FASTag enables faster transit through the toll plazas and saves time.
<b>SMS alerts</b>	Instant SMS alerts on registered mobile number for toll transactions, low balance, etc.

## Charges

**Issuance fees of the Tag:-** Rs. 100/- including GST across all categories, including all applicable taxes

Other Charges: - A minimum security amount depending on the vehicle category (refundable at the time of cancellation of RFID Tag) and Minimum Balance would be charged to the customer as per the Table given below:

Sr. No.	Vehicle Class No.	Particulars	Security Amount	Minimum Balance	
				Savings	Current
1	4	Car / Jeep / Van/ Tata Ace and similar mini light commercial vehicle	200	500	3000
2	5	Light Commercial Vehicle	500	500	3000
3	6	Three Axle Commercial Vehicles	500	500	3000
4	7	Bus/Truck	1000	500	3000
5	12	4 to 6 axle	1000	500	3000
6	15	7 or More Axle	1000	500	3000
7	16	Heavy Construction Machinery (HCM)/Earth Moving Equipment (EME)	1000	500	3000

1. \*Applicable taxes will be levied on all type transactions.
2. A minimum convenience fee will be levied for all kind of transactions.
3. Security amount would be applicable as per the vehicle class which is lien mark to linked CASA account and will be refunded to the customer at the time of closure of RFID Tag account.

Note: Toll charges deduction from the SUDICO FASTag account will be as per the respective toll plazas.

## How to affix FASTag?

Peel/remove the adhesive liner from the FASTag sticker



Stick the Tag on top middle of the windshield behind the rear view mirror from inside the vehicle.



Gently press and apply the sticker on the windshield

