

GOVERNMENT OF INDIA
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS
RAJYA SABHA
STARRED QUESTION NO-188
ANSWERED ON- 20/12/2023

FASTAG TRANSACTIONS IN THE COUNTRY

*188. SHRI S. SELVAGANABATHY:

Will the Minister of Road Transport and Highways be pleased to state:

- (a) the number of FASTag transactions that have taken place during the last financial year, month-wise;
- (b) whether State-wise record is available and if so, the details thereof;
- (c) the proportion of FASTag transactions vis-a-vis total transactions; and
- (d) the steps taken by Government to incentivize the use of FASTag for higher participation?

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

- (a) to (d) A Statement is laid on the Table of the House.

STATEMENT

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF THE RAJYA SABHA STARRED QUESTION NO. 188 FOR ANSWER ON 20.12.2023 ASKED BY SHRI S. SELVAGANABATHY REGARDING FASTAG TRANSACTIONS IN THE COUNTRY.

(a) The number of FASTag Transaction in the last Financial Year (F.Y. 2022-23) is 2,85,82,43,825. The month-wise details are as under.-

Financial Year (2022-23)	FASTag Transaction Count
April	22,76,88,304
May	24,24,08,119
June	23,52,89,382
July	22,40,06,604
August	22,91,19,617
September	21,83,65,188
October	23,77,83,149
November	23,94,26,702
December	25,78,85,207
January	25,09,83,877
February	24,06,38,035
March	25,46,49,641
Grand Total	2,85,82,43,825

(b) The state-wise details of FASTag Transaction in the last Financial Year (F.Y. 2022-23) are at **Annexure**.

(c) The proportion of FASTag transactions (by count) vis-à-vis total transaction is 98.9% at fee plazas on National Highways during week ending on 3rd December, 2023.

(d) To incentivise the FASTag programme, the Government offered a promotional Cashback to highway users for use of FASTag in initial 4 financial years as detailed below:-

Serial no	Financial Year	Promotional cashback (in %)
1.	2016-17	10
2.	2017-18	7.5
3.	2018-19	5
4.	2019-20	2.5

(ii) Availability of FASTag has been simplified & widespread.

(iii) Government has mandated fitment of FASTag in M&N Categories of motor vehicles.

(iv) Government has declared all lanes of fee plazas as FASTag lane with effect from midnight of 15th/16th February 2021. Moreover, users of such vehicles not fitted with “FASTag” or vehicles without valid & functional “FASTag” are required to pay a user fee equivalent to two times of the normal applicable user fee.

ANNEXURE

ANNEXURE REFERRED TO IN REPLY TO PART (b) OF RAJYA SABHA STARRED QUESTION NO. 188 FOR ANSWER ON 20.12.2023 ASKED BY SHRI S. SELVAGANABATHY REGARDING FASTAG TRANSACTIONS IN THE COUNTRY.

State-wise details of FASTag Transaction in the last Financial Year (F.Y. 2022-23) for fee plazas on National Highways:.

Serial no.	Name of States	ETC Transactions Count (FY 22-23)
1.	Andhra Pradesh	19,43,66,996
2.	Assam	1,90,55,215
3.	Bihar	6,14,15,688
4.	Chhattisgarh	4,10,64,152
5.	Delhi	22,85,557
6.	Gujarat	22,54,32,615
7.	Haryana	21,96,01,572
8.	Himachal Pradesh	77,78,513
9.	J&K	2,10,33,841
10.	Jharkhand	3,38,74,937
11.	Karnataka	28,36,62,469
12.	Kerala	4,44,61,620
13.	Madhya Pradesh	13,69,33,446
14.	Maharashtra	24,72,14,815
15.	Meghalaya	81,64,144
16.	Odisha	5,01,68,067
17.	Punjab	13,34,49,512
18.	Rajasthan	26,85,62,647
19.	Tamil Nadu	31,75,97,097
20.	Telangana	10,34,39,599
21.	Uttar Pradesh	29,59,08,362
22.	Uttarakhand	3,29,75,371
23.	West Bengal	10,97,97,590
24.	Grand Total	2,85,82,43,825

प्र.सं. 185 से 187 प्रश्न रद्द किए गए

भारत सरकार
सड़क परिवहन और राजमार्ग मंत्रालय
राज्य सभा

तारांकित प्रश्न सं. *188

जिसका उत्तर 20.12.2023 को दिया जाना है
देश में फास्टैग से हुआ लेनदेन

*188. श्री एस. सेल्वागनबेथी:

क्या सड़क परिवहन और राजमार्ग मंत्री यह बताने की कृपा करेंगे कि:

- (क) पिछले वित्तीय वर्ष के दौरान फास्टैग से हुए लेनदेन का माह-वार ब्यौरा क्या है;
- (ख) क्या उक्त संख्या का राज्य-वार रिकॉर्ड उपलब्ध है और यदि हां, तो तत्संबंधी ब्यौरा क्या है;
- (ग) कुल लेनदेन की तुलना में फास्टैग से हुए लेनदेन का अनुपात कितना है; और
- (घ) फास्टैग द्वारा किए जा रहे लेनदेन में भागीदारी बढ़ाने के लिए इसके उपयोग को प्रोत्साहित करने हेतु सरकार द्वारा क्या कदम उठाए गए हैं?

उत्तर

सड़क परिवहन और राजमार्ग मंत्री

(श्री नितिन जयराम गडकरी)

(क) से (घ) विवरण सदन के पटल पर रखा जाता है।

विवरण

देश में फास्टैग लेनदेन के संबंध में श्री एस. सेल्वागनबथी द्वारा दिनांक 20.12.2023 को पूछे गए राज्य सभा के तारांकित प्रश्न संख्या *188 के भाग (क) से (घ) के उत्तर में उल्लिखित अनुबंध।

(क) पिछले वित्तीय वर्ष (वित्तीय वर्ष 2022-23) में फास्टैग लेनदेन की संख्या 2,85,82,43,825 है। माहवार विवरण इस प्रकार है।-

वित्तीय वर्ष (2022-23)	फास्टैग लेनदेन गणना
अप्रैल	22,76,88,304
मई	24,24,08,119
जून	23,52,89,382
जुलाई	22,40,06,604
अगस्त	22,91,19,617
सितम्बर	21,83,65,188
अक्टूबर	23,77,83,149
नवंबर	23,94,26,702
दिसंबर	25,78,85,207
जनवरी	25,09,83,877
फरवरी	24,06,38,035
मार्च	25,46,49,641
कुल योग	2,85,82,43,825

(ख) पिछले वित्तीय वर्ष (वित्तीय वर्ष 2022-23) में फास्टैग लेनदेन का राज्य-वार विवरण **अनुबंध** में है।

(ग) 3 दिसंबर, 2023 को समाप्त सप्ताह के दौरान राष्ट्रीय राजमार्गों के शुल्क प्लाजाओं पर कुल लेनदेन की तुलना में फास्टैग लेनदेन का अनुपात (गणना के अनुसार) 98.9% है।

(घ) फास्टैग प्रोग्राम को प्रोत्साहित करने के लिए, सरकार ने शुरुआती 4 वित्तीय वर्षों में फास्टैग के उपयोग के लिए राजमार्ग उपयोगकर्ताओं को प्रमोशनल कैशबैक की पेशकश की, जैसा कि नीचे बताया गया है: -

क्र.स.	वित्तीय वर्ष	प्रमोशनल कैशबैक (% में)
1.	2016-17	10
2.	2017-18	7.5
3.	2018-19	5

4.	2019-20	2.5
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- (ii) फास्टैग की उपलब्धता को सरल और व्यापक बनाया गया है।
- (iii) सरकार ने मोटर वाहनों की एम एंड एन श्रेणियों में फास्टैग लगाना अनिवार्य कर दिया है।
- (iv) सरकार ने 15/16 फरवरी 2021 की मध्यरात्रि से शुल्क प्लाजा के सभी लेन को फास्टैग लेन घोषित किया है। इसके अलावा, ऐसे वाहनों के उपयोगकर्ता जो "फास्टैग" से लैस नहीं हैं या वैध और कार्यात्मक "फास्टैग" के बिना वाहन हैं, उन्हें सामान्य रूप से लागू उपयोगकर्ता शुल्क के दो गुना के बराबर शुल्क का भुगतान करना होगा।

अनुबंध

देश में फास्टैग लेनदेन के संबंध में श्री एस. सेल्वागनबथी द्वारा दिनांक 20.12.2023 को पूछे गए राज्य सभा के तारांकित प्रश्न संख्या *188 के भाग (ख) के उत्तर में उल्लिखित अनुबंध।

एनएचआई द्वारा प्रशासित शुल्क प्लाजाओं के लिए पिछले वित्तीय वर्ष (वित्तीय वर्ष. 2022-23) में फास्टैग लेनदेन का राज्यवार विवरण:

क्र.स.	राज्यों के नाम	ई. टी. सी. लेनदेन गणना (वित्तीय वर्ष 22-23)
1.	आंध्र प्रदेश	19,43,66,996
2.	असम	1,90,55,215
3.	बिहार	6,14,15,688
4.	छत्तीसगढ़	4,10,64,152
5.	दिल्ली	22,85,557
6.	गुजरात	22,54,32,615
7.	हरियाणा	21,96,01,572
8.	हिमाचल प्रदेश	77,78,513
9.	जम्मू एवं कश्मीर	2,10,33,841
10.	झारखंड	3,38,74,937
11.	कर्नाटक	28,36,62,469
12.	केरल	4,44,61,620
13.	मध्य प्रदेश	13,69,33,446
14.	महाराष्ट्र	24,72,14,815
15.	मेघालय	81,64,144
16.	ओडिशा	5,01,68,067
17.	पंजाब	13,34,49,512
18.	राजस्थान	26,85,62,647
19.	तमिलनाडु	31,75,97,097
20.	तेलंगाना	10,34,39,599
21.	उत्तर प्रदेश	29,59,08,362
22.	उत्तराखंड	3,29,75,371
23.	पश्चिम बंगाल	10,97,97,590
24.	कुल योग	2,85,82,43,825

SHRI S. SELVAGANABATHY: Sir, I have a specific question for the hon. Minister. Although the FASTag transactions are connected to the bank accounts, at times, issue of multiple deductions is faced by some travellers at some toll plazas. Is there any mechanism to control such double deductions?

SHRI NITIN JAIRAM GADKARI: Mr. Chairman, Sir, for any such complaint, we have a special cell, and, whenever we receive any complaint, immediately, we take action and give relief to the people. Now, the software is well established. We have already resolved the grievances. Even if there is some problem at some places, we will find out the solution.

SHRI S. SELVAGANABATHY: Sir, whenever a vehicle crosses a toll plaza, immediately, the amount is deducted from the bank account and a message is sent to the customer but, at times, the message is received the next day only. Is there any possibility to ensure that the message reaches the traveller within half-an-hour or one hour?

SHRI NITIN JAIRAM GADKARI: Mr. Chairman, Sir, already a system is established and through the NPCI, a refund procedure is there and within seven days, money is refunded. This system is already there. Still, if a traveller faces any problem, he can complain to the NHAI and the issue will be resolved. Sometimes, there is problem due to network or the frequency. That is a technical problem. We are trying our level best to resolve this issue and whenever a complaint is received, the appropriate authority resolves the issue. Still, if someone faces a problem, he or she can come to NHAI. We have a special section there to resolve such issues.

DR. M. THAMBIDURAI: Mr. Chairman, Sir, through you, I want to know from the hon. Minister regarding the FASTag at toll plazas. When people use the FASTag, it does not work properly at many places. So, vehicles keep standing for a long time. Even the Minister says that the FASTag is not properly functioning and a lot of problems are there. Is the Minister aware of all these things and will he take necessary steps to see that this problem is rectified and the vehicles move smoothly through the toll plazas? That is what I want to know.

SHRI NITIN JAIRAM GADKARI: Hon. Chairman, Sir, already the penetration of FASTags in the country is 99 per cent. More than 8 crore FASTags have been issued and average daily collection through FASTag is Rs. 187 crores. The number of

FASTag transactions in 2022-23 is 286 crores and proportion of FASTag transactions is 97 per cent. Sir, actually, because of the FASTag, there has been a 92 per cent increase in toll revenue. There is an advantage of Rs. 7,000 crore to Rs. 8,000 crore per year. Earlier, the waiting time at toll plazas was 12 minutes and now, with the FASTags, the waiting time has come down to 47 seconds, which is a 93 per cent deduction. But because of connectivity problem, there are some places where we are facing some technical problem. We are now resolving the same. I am giving assurance to the hon. Member that we are now moving towards a new technology. That technology is of world standard. We have already completed the pilot project on Delhi-Mumbai highway and peripheral ring road of Delhi. This is location-based pay as you use a mechanism. If you are using only 10 kilometres, but because of distance in the toll, you have to pay the price for the complete road. But now, by this system, the consumer will have to give the amount only for the road he uses. So, this is location based pay as you use road tolling mechanism. A pilot project was conducted by the NHAI in 2020 along with Delhi-Mumbai corridor. That is a satellite-based tolling system. There will be no losses to the NHAI or the concessionaire. Now, here is an advantage. Presently, the expenditure for collecting tolls through FASTag is 12 per cent. By this system, we will reduce this cost to 2 to 3 per cent. There is an advantage of Rs. 10,000 crores, and by using this system, there is an estimate that we will again increase the toll revenue by Rs. 5,000 crores to Rs. 6,000 crores. So, Rs. 15,000 crores to Rs. 16,000 crores more revenue will be there for the NHAI by this system. We are now planning to move in the direction where there will be a joint venture of the nationalised banks and the technology provider, and that joint venture will take the responsibility of implementation of this new system. We are in the process and before March, we are very keenly interested in starting this system in the whole country which will be beneficial to the people. It will be useful for NHAI and the Government in increasing the toll by Rs. 15,000 crores per year.

MR. CHAIRMAN: Dr. Sasmit Patra.

DR. SASMIT PATRA: Thank you, hon. Chairman, for giving me the opportunity again. The hon. Minister is a very dynamic Minister, who believes in technology and taking up technology to the last mile. I am sure, the hon. Minister is also aware that there are many technologies now that are coming up where you do not have to go through a FASTag. There are these monitors that are there on the national highways and as you cross those monitors, automatically, the tax that you have to pay gets deducted. So, you do not have to go through a toll plaza at all. Going forward, will

the hon. Minister, because of the new highways that he is building, consider putting them on a pilot basis so that the vehicles do not have to stop at all at a toll plaza and toll plazas would be a history?

SHRI NITIN JAIRAM GADKARI: Sir, whatever the hon. Member is suggesting to me, and considering the spirit in which he is giving me the suggestion, I want to say that we are working on the same lines and on the same principles by taking the best technology available in the world and before March end, we will give this type of good service to you and the people of our country.

MR. CHAIRMAN: Hon. Members, we follow the rules in this House. Only those Members who have been suspended, their questions are cancelled. But in respect of those Members, who have not been suspended or they were not part of disorder, by virtue of their absence for whatever reason, their questions are called. Now, Q.No.189. Shri Dhiraj Prasad Sahu. Not present.

**Q. No. 189. [The questioner was absent.]*