

## **Brief Note – Tolling System on Hindu Hrudaysamrat Balasaheb Thackeray Maharashtra Samruddhi Mahamarg**

Sub: News article reported in Lokmat Times on 21<sup>st</sup> November 2023 under the caption Toll Plaza's staffer's strike cost dear to commuters on Samruddhi e-way

Hindu Hrudaysamrat Balasaheb Thackeray Maharashtra Samruddhi Mahamarg is an access controlled expressway having an exit based tolling system i.e. the toll will be collected at the exit toll plaza for the distance travelled by a commuter on the expressway. For proper calculation of fare to be charged from the commuter, it is very much necessary that the entry and exit transaction match, which is called pairing of a transaction.

When a vehicle enters the Samruddhi Mahamarg from any of the toll plazas, an entry transaction of the vehicle will be either recorded as a FASTag entry or a cash entry. At exit, the commuter is required to use the same mode of transaction i.e. FASTag or cash for the transaction to get paired. When a FASTag entry with cash exit or a cash entry with FASTag exit does not match for a particular vehicle, the system is unable to pair the transaction and hence either farthest fare (from farthest toll plaza) or lowest fare (nearest toll plaza) is charged.

Farthest fare is charged when entry is not found by the system at exit toll plaza and nearest is charged when exit transaction is not found by the system. In case of unpaired transaction, the fare i.e. either farthest or nearest is charged by the system after 70 hours as per NPCI guidelines. Till 70 hours the system searches for a transaction that can be paired with the entry or exit transaction and when no pair is found the fare is charged and the same is communicated to the commuter after 70 hours.

### **Frequently Asked questions:**

1. How can I claim chargeback

**Option 1:** One can report by directly calling the toll-free helpline of the bank from which the commuter has purchased FASTag or by dialing the NHAI toll-free number i.e. 1033. The customer care number is mentioned on the FASTag sticker and should be called from a registered mobile number.

**Option 2:** One can also raise the dispute on the FASTag portal of the concerned bank by clicking on the correct reason. After the successful registration of the complaint, a message will be sent to the commuter confirming the same. Every bank/portal has a specific time frame to address the concern.

2. Why higher amount of toll is charged than the rate mentioned in the toll notification??

In case of entry with a FASTag, at exit automatically the amount of toll i.e. rate multiplied by the distance travelled is deducted from the FASTag. However in some cases where the FASTag is not read by the FASTag reader i.e. damaged FASTag or technical error of the system or the reader, or when two different FASTags are used by the commuter at entry and exits, etc. the FASTag entry is not found by the system and transaction is not paired and hence farthest fare i.e. from the farthest toll, is charged to the commuter after 70 hours.

3. How much time does it take to get the balance reflected in FASTag after it is recharged?

Normally it reflects in about 40-50 minutes, however sometimes due to system or network error it takes more time than usual. Hence it is advisable to keep the FASTag charged in advance before travel on Samruddhi Mahamarg to avoid errors like low balance, blacklisted tag, etc.

4. Can I make entry with cash ticket and exit with FASTag on Samruddhi Mahamarg?

No, for proper calculation of toll fare, it is necessary that only one mode i.e. either cash ticket or FASTag is used for entry and exit both. If a cash ticket is taken at entry then at exit the cash ticket must be produced by the Commuter, if exit is done with FASTag then the transaction does not get paired and toll from the farthest toll plaza is charged and the transaction is given effect after 70 hours.

*On the cash ticket it is clearly mentioned that “the holder of this cash ticket has opted for paying the Toll in cash for the distance travelled on this Expressway. The ticket holder must present this ticket for cash transaction at the exit toll plaza. In case the ticket holder makes a FASTag transaction instead of cash transaction at Exit toll plaza then he will be charged a maximum fare i.e. from the farthest toll plaza”.*