**C:\Users\ATMMRKT\Desktop\Marketing files 2015\SHARING\buses_logos\Rtc logo.tif**

**ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION**

NO/PA/CTM (O & M) 01/2016 O/o the VC & MD,

RTC HOUSE, VJA,

Date: 30.01.2017.

**CIRCULAR NO. 02/2017-OPD (M) Dated: 30.01.2017**

Sub:TOLL FEE–Payment of toll fee under National Electronic Toll Collection

(NETC) programme through **FASTag** – Issue of instructions –Reg.

Ref: (1) Circular No.01/2006-OPD(C). Dt: 02.01.2006.

(2) Circular No.17/2008- OPD (C), Dt: 14.07.208.

(3) Lr.No.C2/293 (3)/2010-OPD(C) .Dt.31.03.2010.

(4) Corporation board resolution No.41/2013. Dt.30.04.2013.

(5) G.O.Ms.No.55 of TR & B (TR-II) Dept.of Govt of AP, dt. 28.05.2013.

(6) Cir.No.20/2013-OPD (C), DT.28.05.2013.

(7) G.O.Ms.No.24 of TR & B (TR-II) Dept.of Govt of AP, dt. 19.02.2014.

(8) Lr.No. C2/293(3)/2012-OPD (C), dated 21.02.2014.

(9) Circular No.42/2014-OPD (C). Dt: 28.11.14.

**\*\*\*\*\***

National Highways Authority of India (NHAI) has been levying user fee on motor vehicles including those of STU’s passing through improved stretches of different highways as per section 7 of National Highways Act, 1956 & as per the National Highways Rules, 1992. APSRTC has been paying toll fee from then onwards and has started collecting user fee later from commuters travelling by services passing through the improved stretches of NH’s (i.e. Toll plazas). User fee on “Toll” is being collected from commuters presently as per the circular under reference 9th cited.

Depots used to pay toll fee to Toll Operators on daily basis or monthly basis duly availing various discounts offered by the Toll Operators. As per the directive NHAI, digital payment of toll fee is being encouraged now. The NETC programme allows electronic payment of toll taxes on National Highways through a RFID (Radio Frequency Identification) - based tag called **FASTag** and is interoperable - the same tag can be used across all toll plazas on National Highways. At present, 346 toll plazas erected on NH’s in India and 29 toll plazas in Andhra Pradesh are enabled with FASTag capturing facility. The remaining toll plazas covered under National Highways Authority of India (NHAI) will also become FASTag active in due course.

**(Contd…2)**

**-2-**

There are different types of operation of vehicles from depots with respect to passage through toll plazas as mentioned below.

1. One single per day.
2. Two singles per day.
3. Multiple singles per day.
4. One single on alternate day.
5. Two singles per week.

Majority of Toll Operators offer the following types of discounts in toll fee.

1. 1.5 times of normal fee for round trip performed within 24Hrs of payment.
2. Two-third of amount of fee payable for 50 single trips with validity of

one month from date of payment.

1. Discount in toll fee for local vehicles :

For instance;

1. Toll operator M/s Swarna Toll way Pvt.Ltd. of Keesara plaza, Krishna dist. is

permitting 50% discount over toll fee for vehicles belonging to

Jaggaiahpet depot.

1. Toll operator M/s NHAI of Pottipadu, Krishna dist. is permitting

55% discount over toll fee for all vehicles registered within

Krishna district.

1. Toll Operators M/s MEP Infra projects of Amakatadu, Kurnool dist. is permitting 50% discount over toll fee for all vehicles registered within Kurnool dist.

FASTag is linked to a prepaid account from which applicable toll amount is deducted. 10% discount on toll fee is allowed to customers on use of FASTag during 2016-17. M/s Axis Bank has been appointed by APSRTC as the agency to issue FASTags to buses of corporation under NETC programme after conducting e-tenders. Rs.109.14 Crores of amount is being spent per annum towards payment of toll fee by the corporation. About Rs.11Crores expenditure can be saved per annum through the above arrangement. Further saving can be achieved by judiciously planning availment of discounts.

Working instructions on NETC programme along with its features are furnished here under:

1. Depot Manager shall identify FASTag active toll plazas through which vehicles of the depot pass through.

**(Contd …3)**

**-3-**

1. Each service shall be assigned with a fixed vehicle. Vehicles having triple axles are also to be listed out so as to arrive at toll fee applicable.
2. List out number of singles made per day by each service vehicle so as to group them into “Normal tariff/Two-thirds fee for fifty singles (one month validity)”.
3. Open current account with AXIS Bank. This is zero balance account (no minimum recharge).Deposit requisite toll fee amount applicable for the fleet of the depot for one month period into this account before commencement of the month duly taking various discounts offered by the respective toll operators into consideration. Appropriate discount scheme shall be selected at each toll plaza so as to minimize expenditure since single discount scheme will be applicable for each vehicle at given toll plaza.
4. Details of vehicles covered under NETC programme with particulars of

eligible discount shall be handed over to respective Toll Operator in advance by the Depot Manager so as to avail the discount when toll fee is deducted by reading the FASTag. Responsibility of availing optimum discount on toll fee from various toll operators lies with respective depot managers.

1. The issuing agency i.e., M/s Axis bank will issue FASTag material with unique number to the depot. This does not carry any security deposit. No fee for recharge/top up is charged. FASTags shall be affixed to the respective vehicle.
2. In case of damage to the FASTag due to accident, agitation, theft etc., the Bank shall replace FASTag & activate it within 24 hrs. Duly transferring the balance amount of old FASTag to the account of new FASTag.
3. In case the FASTag is not read by the reader at toll plaza, the bank shall

reimburse the eligible cash back offered by M/s NHAI.

1. The issuing agency shall install & activate FASTag to new vehicle within 24 hrs of receipt of information.
2. In case of delay over the stipulated period of 24 hrs in issuing FASTag to new vehicle, the bank shall reimburse cash back offered by the NHAI for the delayed period.
3. The agreement period is 3 years and can be extended for 2 more years.
4. The bank shall remit eligible cash back offered by the NHAI into respective

current account of depot and the amount so received shall be adjusted in

next payment cycle.

13. The amount topped up towards payment of toll fee shall not attract any

levies like VAT, Service tax, IT etc.

**(Contd…4)**

**-4-**

14. SMS with requisite details will be sent to the registered mobile no of user of

FASTag, each time reader reads the tag. Depot Managers are advised to

earmark exclusive mobile no for receiving such SMS’s.

15.The bank shall generate vehicle wise details of transactions on daily/ monthly basis. These reports will useful for Depot Managers in identifying non utilization/wastage of amounts spent on monthly passes since monthly pass is toll plaza specific.

**Standard Operating Procedure** **for fixing of FASTag:**

* Earmark adequate space for FASTag on top left side of right windshield glass from inside. Clean the surface with soap liquid. Allow the surface to get dried.
* Remove the adhesive liner from the Tag sticker.
* Install the sticker on the space identified.
* Press the sticker gently on the windshield.
* Always keep the adhesive side facing outside.
* Once the sticker is pasted, do not try to remove or reposition it.
* If original adhesive is insufficient, return the FASTag and get it replaced.
* Don’t use cello tape/any supplementary adhesive to affix FASTag.

**Standard Operating Procedure** **for Road Users :**

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



* 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 meters distance from any vehicle

ahead.

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.

**(Contd…5)**

**-5-**

e) Don’t stop your vehicle once you reach canopy/reader and after green

signal appears/ 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 user shall pay the toll in

Cash.

* Approaching Toll Plaza with **NO DEDICATED FASTag Lane (Temporary / Under Progress)** :

1. 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.

1. User shall stop his vehicle near the payment booth (pay axis) and request

for FASTag transaction.

1. 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 user shall pay the toll

in Cash.

**EXECUTIVE DIRECTOR**

**(O&M)**

Copy to: ED (A&P), ED (E&IT), ED (C&P) & CAO for information.

Copy to: OSD to VC & MD for information.

Copy to: All ED (Zone) s for information & necessary action.

Copy to: All Regional Managers for information & necessary action

Copy to: All HODs for information.

Copy to: All Dy. CTMs, Dy. CTM (M&C)/ (Zone) s, Dy CTM (COMM), Dy. CAO/AOs

for information & necessary action.

Copy to: All Dy.CTM/ATMs of Bus Station, all Bus Station Managers for information

& necessary action.

Copy to: All Depot Managers for information & necessary action.