भारतीय राजमार्ग प्रबंधन कंपनी लिमिटेड़
(एनएचएआई की एक पहल)
Indian Highways Management Company Limited
(An Initiative of NHAI)
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IHMCL/Misc./E-237551/**269**   April, 15th 2025

To,
All System Integrators

Sub: Compliance to Directives & Circulars - Reg

Ref: *(i)*   *ICD 2.5 Manual of NETC FASTag Programme*
        (ii)   *NPCI Circular on 'Mandate of ICD 2.5 Implementation dated 10th Jan 2023*
        (iii)   *Request for Empanelment document, dated 31.05.2024*
        (iv)   *Manual Transaction Policy*

         This is brought to your attention that all System Integrators should ensure compliance to various Directives and Circulars of the NETC FASTag Programme.

2.   Vide, Ref (i) & (ii) cited above, all System Integrators are required to strictly comply with the Turnaround Time (TAT) for transaction processing as outlined in the ICD 2.5 Manual of the NETC FASTag Programme.

3.   As per ICD 2.5 Manual, para 3.1 Transaction Flow, Note-Point No. 5 it is mandated that *"Toll Plaza operator should ensure TAT of transaction processing time from lane controller to TMS within 3 seconds from reader read time and from TMS to acquiring host within 5 seconds. A transaction should get processed from lane controller to issuer bank and back to toll plaza within 90 seconds per transaction."*

4.   However, it has been observed that at several toll plazas, the transaction processing time between the Reader Read Time and Acquirer Received Time is exceeding the prescribed 3-second limit. IHMCL is monitoring this closely and has instructed Acquirer Banks to submit periodic reports on the matter. It is observed that for some fee plazas, more than 90% transactions are being processed beyond 15 mins of time interval.

5.   Further, as specified in the Scope of Work section of the IHMCL Empanelment Document (dated 31 May 2024), all System Integrators are mandated to maintain and provide two (2) internet services with static IP addresses, with each connection ensuring a minimum bandwidth of 2 Mbps per lane. The provision of dual internet connections is essential for redundancy, ensuring seamless and real-time transaction processing even in case of ISP failure. However, it has come to IHMCL's notice that some System Integrators are providing only single internet connection at fee plazas with no redundancy and inadequate bandwidth which violates empanelment guidelines and contributes to delays in transaction processing.

6.   Additionally, it has also been reported that some System Integrators are not adhering to proper procedures for manual transactions. Manual transactions without 'M' factor are a violation of the policy. All System Integrators are advised to ensure and comply to the same.

7.   It has been observed and reported by Toll Collecting Agencies that System Integrators are not performing second stage validation as mandated vide the Manual Transaction Policy. System Integrators are directed to ensure second stage validation.

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8. In view of the above, all System Integrators are hereby directed to ensure the following without fail:

   a) Strict adherence to the Turnaround Time (TAT) for transaction processing as defined in the ICD 2.5 Manual—ensuring that the time from reader read to TMS does not exceed 3 seconds, and from TMS to acquiring host does not exceed 5 seconds.

   b) Compliance with the empanelment requirement of providing and maintaining dual internet connections with static IPs and a minimum bandwidth of 2 Mbps per lane.

   c) Proper handling of manual transactions, including mandatory inclusion of the 'M' factor and ensure second-stage validation is undertaken for all manual transactions.

9. Any deviation or non-compliance with the above-mentioned requirements shall be viewed seriously and attract strict action by IHMCL, including delisting/debarment from empanelment and/or recommendation to PIU to get the SI replaced, as deemed appropriate.

(Niranjan Vipradas)
VP (Operations)

Copy to: -
1. COO, IHMCL
2. PPS To CMD, IHMCL
3. NPCI
4. All Acquirer Banks