

## **STANDARD OPERATING PROCEDURE (SoP for Road Users)**

1. While approaching NHAI's Toll Plaza, Identify FASTag lane locating the FASTag Logo/ Symbol.
2. FASTag lane can also be identified by locating the toll lane with extended Island/ Separator.
  - a) The toll plaza may be equipped with complete infrastructure and DEDICATED FASTag LANE(s)
    - i. Such plaza will have a dedicated FASTag lane marked as FASTag Lane, which start about 70 meters before the Toll plaza. There are FASTag sign board / Banners installed on the FASTag lanes



- b) Toll Plazas may not be equipped with dedicated FASTag lane (temporary toll plaza or plazas having insufficient lanes)
          - i. Such toll plazas may not have a proper canopy or plaza building
          - ii. Such toll plazas may not have the dedicated FASTag lane marked
3. **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 metres distance from any vehicle ahead of you.
  - 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.
  - 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 vehicle owner shall pay the toll in Cash

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

- a) 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.
- b) User shall stop his vehicle near the payment booth (pay axis) and request for FASTag transaction.
- c) 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 vehicle owner shall pay the toll in Cash