

Frequently Asked Questions

1. What is Electronic Toll Collection (ETC) / FASTag?

NHAI had rolled out program for Electronic Toll Collection on Toll Plazas on National Highways to be called FASTag. FASTag is a device that employs Radio Frequency Identification (RFID) technology for making toll payments directly from the prepaid account linked to it. It is affixed on the windscreen of vehicle and enables user to drive through toll plazas.

2. What are the benefits of using FASTag?

- Toll Charges are debited from wallet so no need to carry cash for the toll transactions.
- SMS alerts for toll transactions, low balance, etc.
- Online Portal for customers for getting transaction statement.

3. How can Customer apply for a FASTag?

As Central Bank of India Customer, Customer can apply for the FASTag through Branch, Bank Website, Internet Banking site and Cent eeZ app.

4. What documents are required?

Customers need to submit a copy of the following documents along with the application for FASTag:

- A. Registration Certificate (RC) of the vehicle.
- B. KYC documents as per the category of the vehicle owner (viz. Individual / commercial)

5. What are the charges for FASTag?

One time issuance fee is ₹ 100+ GST. Refundable Security Deposit varies for vehicle type and for Car/ Light vehicles is ₹ 200/- (₹ Two Hundred only).

6. How will Customer get to know how much toll has been debited?

The customer will receive an SMS with requisite details to his registered mobile number as soon as the toll transaction takes place. Customer can also view the transaction/ statement/ wallet balance through FASTag user portal by visiting <https://fastag.centralbank.bank.in/fleetui>

7. What to do if Customer has lost the FASTag?

Customer will need to contact customer care number 18003030 to block the FASTag. For support, customers can mail at fastagsupport@centralbank.bank.in. Further, the customer may login into customer user portal for blocking the fastag.

8. How would Customer report an incorrect deduction and how will Customer get back the same?

Customer can report an incorrect deduction through mail at fastagsupport@centralbank.bank.in and/or calling at customer care number. Concerned team will review customer request and necessary action will be taken. Further, customer can raise the dispute through customer user portal also.

9. What will happen if customer damages the fastag?

The replacement cost for a damaged tag will be borne by the customer.

10. How can customer recharge the wallet?

The wallet can be recharged by various modes viz. UPI, INB, Credit Card, debit card etc.

11. How can customer close/ surrender the Fastag?

Customer can give written application to the Branch.

12. Can customer avail the facility of auto top of wallet facility?

Customer can avail auto top facility of wallet by visiting the option of recharge/ top-up the wallet section in user portal.

13. How can customer recharge their Fastag wallet through any app?

Customers have to recharge/ top-up wallet by entering VPA id of their Fastag wallet which will be in following format:

netc.vrn@cbin

Where **vrn** is Vehicle registration number e.g. if Vehicle Number (vrn) is MHXXABYYYY then customer should enter VPA id in UPI app to recharge the wallet as under:

netc.mhxxabyvvv@cbin

In new issued tags, customer can simply scan the QR printed on Fastag and recharge the wallet through any UPI app.

14. How can customer avail Annual Pass Facility/ purchase annual pass for their fastags?

Customers have to purchase/ avail the facility of annual pass through the Rajmarg Yatra app or NHAI/ MoRTH websites.

15. How can customer find the details about annual pass?

Customer can visit the Rajmarg Yatra app or NHAI/ MoRTH websites for more details about the annual pass facility. Presently as proposed, private vehicle owners pay a one- time fee of ₹ 3,000/- for 200 toll crossings or a year of travel on National Highways and Expressways managed by NHAI and the Ministry of Road Transport and Highways (MoRTH), whichever comes first.