



सत्यमेव जयते

भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(सड़क परिवहन और राजमार्ग मंत्रालय, भारत सरकार)

National Highways Authority of India

(Ministry of Road Transport and Highways, Government of India)

जी-5 एवं 6, सेक्टर-10, द्वारका, नई दिल्ली - 110 075 • G-5 & 6, Sector-10, Dwarka, New Delhi-110075

दूरभाष/Phone : 91-11-25074100 / 25074200



NHAI/ Policy Guidelines/ Commercial Operations/ 2025

Policy Circular No. 17.5.92/2025 dated 15th October, 2025

{Decision taken on E-Office File No. IHMCL-14013(12)/5/2025-IHMCL (Comp. No.280861)}

Sub: Standard Operating Procedure (SOP) for Implementation of UPI-based Digital Payment Mechanism under NH Fee Rules, 2008 at National Highway User Fee Plazas -reg.

The Ministry of Road Transport & Highways, vide G.S.R. 734(E) dated 03.10.2025, has amended the National Highways Fee (Determination of Rates and Collection) Rules, 2008 to allow the User of the Vehicle without a FASTag or a valid functional FASTag as the case may be for payment of the applicable User Fee through Unified Payments Interface (UPI) at 1.25 times the Fee applicable to that Category of Vehicle under Sub-Rule (2) of Rule 4. This initiative enables Digital Payment from non-FASTag Vehicles while retaining the existing twice the applicable Fee for Cash Transactions.

2. This SOP lays down the Procedural Framework for the Nationwide rollout of the UPI-based User Fee Mechanism. It defines the specific Roles of IHMCL, NHAI Regional Offices, PIUs, Concessionaires, System Integrators and Acquirer Banks covering installation of dynamic QR Display Units, integration with TMS and phased Implementation under Delegated Authority at the Project Level.

3. It has been decided that dynamic QR Code shall be generated and displayed on 18-inch TFT/LED Monitors installed at User Fee Plaza Booths to enable Secure and Real-time Payment processing by the Users without valid FASTags, minimizing manual handling, preventing misuse and enhancing transparency and efficiency in User Fee Collection Operations. These Display Units shall be provided at IHMCL's discovered Rate of ₹6,600 per Lane/Booth (plus GST), inclusive of Installation, Networking, Cabling, Integration and five years of O&M (Installation as per illustration attached in Annexure-A).

4. To ensure uniform and timely implementation of the UPI-based User Fee Payment Mechanism across National Highways User Fee Plazas, a structured Operational Framework has been formulated covering the Implementation Strategy, Rollout Timelines and Delegation of Powers. The detailed SOP are outlined in the following sub-paras:

4.1 **Implementation Strategy:** It is proposed to implement the UPI based Facility at User Fee Plazas as per following Strategy:

- At Public Funded User Fee Plazas handed over to IHMCL** - Implementation shall be done by IHMCL appointed System Integrators.
- At Public Funded User Fee Plazas under HAM & EPC Projects** - Implementation shall be done by EPC Contractors & HAM Concessionaire on Change of Scope basis at Price discovered by IHMCL. The Contractor/Concessionaire shall implement Dynamic QR Code UPI based Payment with installation of Screens at Toll Booths and Integrate with their SI & Acquirer Banks.

Contd...2/-

- c. **At BOT, InvIT, TOT Projects-** Implementation is proposed through Concessionaires on Change of Scope basis. The Concessionaire shall implement Dynamic QR Code UPI based Payment with installation of Screens at Booth and integrate with their SI & Acquirer Banks.
- d. **UPI Facility only at User Fee Lanes with Booth:** The Display Units (18" TFT/LED Screens) to facilitate UPI based Payments are proposed to be installed at User Fee Booths. For Boothless Plazas constructed in line with NHAI Policy Circular No. 17.5.82 dated 24.05.2021, the Display Units will be installed only on the outer most lanes having User Fee Booths.
- 4.2 **Auto Remittance to NHAI & User Fee Collecting Agency-** The Acquiring Bank shall auto distribute the User Fee collected via UPI to NHAI and Toll Collecting Agency (Concessionaire/User Fee Collection Agency) i.e., 1x User Fee will be remitted to User Fee Collection Agency and 0.25x User Fee will be remitted to NHAI by the Acquirer Bank. The Program Management Fee (PMF) of 0.11% of 1.25x User Fee shall be adjusted by the Acquirer Bank from the part remitted to NHAI.
- 4.3 It has been decided to follow the following timeline, outlining the phased implementation Plan for the UPI-based User Fee Mechanism for smooth transition from Pilot Testing to full-scale operationalization across User Fee Plazas:

Timeline	Activity	Responsibility
15.10.2025	Issue of Guidelines Authorizing PDs for approval and implementation of COS	Coordination Division
By 31.10.2025	Installation of Display Units, System Integration with TMS and Readiness Testing at User Fee Plazas	PDs/ Concessionaires/ EPC Contractors
01.10.2025	Commencement of Pilot Testing with UPI-based Payment at 2x Fee (non-discounted)	PDs/ System Integrators
15.11.2025	Implementation of 1.25x Fee UPI Payment as per Gazette Notification	PDs/ System Integrators
15.11.2025 Onwards	Periodic Monitoring, O&M Reporting and Troubleshooting	PDs/ ROs/ IHMCL

- 4.4 The Project Directors shall ensure that the TFT/LED Screen shall be installed at Toll Booths along with Dynamic QR based UPI Payment Facility as per the above timelines on all the Toll Plazas under their Jurisdiction. Separate directions have been issued by IHMCL to all System Integrators and Acquirer Banks.

Contd...3/-

- 4.5 Powers are delegated to the Project Directors to approve Change of Scope and release Payment at the discovered Rate (Rs 6600 per lane + GST) for Installation, Networking, Cabling, Integration and five years of Operation & Maintenance (O&M) Cost for Implementation in EPC, HAM, BOT, InvIT and TOT Projects. The delegation for approval of this work shall be treated as a Separate and Independent Change of Scope arising from the statutory amendment under G.S.R. 734(E) dated 03.10.2025 and shall not be clubbed with or counted towards any previously approved COS limits under the respective Contract.
5. This issue with the approval of Competent Authority.

Encl.: As stated above.


(CS. Sanjay Kumar Patel)
I/c Chief General Manager (Coord.)

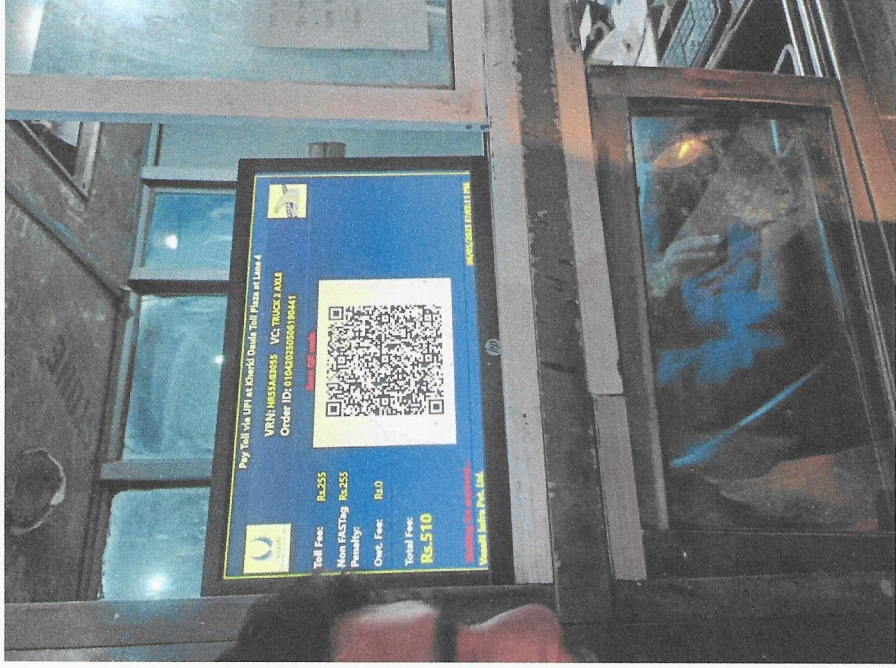
To:

All Officers of NHAI HQ/ ROs/ PIUs/ CMUs/ Site Offices

Copy to:

1. CEO- IHMCL
2. Hindi Division for translation in Hindi.
3. Library for hosting the circular on library site.
4. Web Admin for circulation.

Annexure-A



10/2