

To,
All BBPOUs
Bharat Bill Payment System,
NPCI Bharat BillPay Ltd.

Respected Sir/Madam,

Subject: Standardization of FASTag Recharge Through Bharat Bill Payment System

In order to standardize the User Experience across the top up channels, the following changes are to be implemented for FASTag category by BBPOUs by 4th April 2022:

- Consumer Flow Changes – Fetch & Pay is the sole method supported for authentication and required response information
- Fetch Request to have the following parameters
 - Vehicle Registration Number / Wallet Number
- Fetch Response to have the following parameters
 - Customer Name (Mandatory)
 - Minimum Amount for Top-up (Mandatory) – Nominal Amount to be passed in Response Block
 - Additional information – Tag Status (Mandatory)
 - Additional information – Wallet balance (Mandatory)
 - Additional information – Maximum Permissible Recharge Amount (Mandatory)
 - Model of the vehicle (Optional)
- As it has already been communicated earlier, some of the Mandatory tags with respect to FASTag category have been relaxed to Non Mandatory. Customer BBPOUs (COUs) are expected to show only the values passed by Bharat Bill Payment Central Unit (BBPCU) which is already intimated through Enhancement 9.0 and 9.1 to all the participants. E.g.: For any FASTag biller, due date etc. is not been passed by BBPCU, COUs are expected not to display the due date tag and other non-relevant information on their respective front end channels.
- FASTag Status can be further categorized as
 - Active
 - Inactive
 - Low Balance
 - Blacklisted/ Blocked
- Amount field will be editable in nature allowing the consumer to recharge the FASTag with any amount over and above Minimum Amount passed in response (Fetch API Response). COUs are expected to allow the consumers the option to edit the amount through respective front end channels

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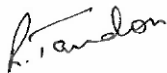
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- The minimum top up amount to be passed in Amount Tag (Nominal Amount e.g. ₹100, ₹200 etc.) to curtail the customer complaint and refunds
- Respective COU channels to ensure Biller Logos (Issuer Bank Logos) are displayed on their frontend channels
- Bank has to ensure compliance to brand guidelines issued by NPCI for NETC product while enabling the category in BBPS and also comply to the extant Bharat BillPay Brand Guidelines.

For further clarification and enablement in this regard please reach out to us.

Warm regards,

A handwritten signature in black ink that reads 'R. Tandon'.

Rahul Tandon
Head- Product & Market Development
Bharat Bill Payment System,
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