

भारतीय राष्ट्रीय राजमार्ग प्राधिकरण  
(सड़क परिवहन एवं राजमार्ग मंत्रालय)

**National Highways Authority of India**  
(Ministry of Road Transport & Highways)

परियोजना कार्यान्वयन इकाई

Project Implementation Unit - Bengaluru

सर्वे नं. १३, १४ कि. मी., नागासंद्रा, बेंगलूरु - तुमकुर सड़क, (एन. एच.-४), बेंगलूरु - ५६० ०७३

Sy. No. 13, 14th Km., Nagasandra, Bengaluru - Tumkur Road (NH-4) Bengaluru -560 073

Phone : 080 - 28394403  
Tele Fax : 080 - 28394383  
E-mail : bangalore@nhai.org



**BHARATMALA**  
ROAD TO PROSPERITY

NHAI/17105/12/2019/PIU-BNG/2426

Date: 07.01.2020

To  
Shri Binand

**Sub: Public Grievance received from Mr. Binand f - reg.**

**Ref: Public Grievance reg. No. MORTH/E/2019/07104 dated 08.12.2019**

Sir,

This is with reference to your grievance reg. No. MORTH/E/2019/07104 dated 08.12.2019 regarding double deduction of amount in the fastag account.

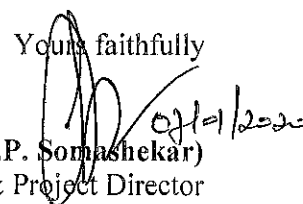
In this regard, the matter was taken up with the concessionaire M/s. Essel Devanahalli Tollway Pvt. Ltd. and informed that, due to CCH Lane direction configuration by ICICI IS not updated in the Bank portal. Concessionaire has communicated about the double deduction of the Fastag user facing on recent days at EDTPL through mail. According to the follow-ups the bank has updated in the lane direction in the CCH Portal on 16<sup>th</sup> December 2019.

In this case concessionaire has raised the charge back to the customer through Charge back request to ICICI to refund the applicable amount, a copy of correspondence made is enclosed for your reference.

This is for your kind information

Thanking you

Yours faithfully

  
(S.P. Somashekar)  
GM (Tech.) & Project Director

**Encl: As above**

**Copy to: Regional Office, Bangalore - for kind information please.**

~~Enclosure~~ Enclosure

**Public Grievance Reg. No. MORTH/E/2019/07104 dated 08/12/2019 - reg.**

Thu, Dec 19, 2019 at 6:1

Amarnath Reddy <Amarnath.Reddy@infra.esselgroup.com>  
 To: Santosh Malla /RBG/IBANK/VISAK <santosh.malla@icicibank.com>  
 Cc: NHAI <nhaibangalore@gmail.com>, "bangalore@nhai.org" <bangalore@nhai.org>, lasa yelahanka <lasayelahanka@gmail.com>, Pankaj Bhatti <Pankaj.Bhatti@infra.esselgroup.com>  
 Ramzan Patel <Ramzan.Patel@infra.esselgroup.com>, Gopalkrishnan R K <RK.Gopalkrishnan@infra.esselgroup.com>, EDTPL Systems <EDTPL.Systems@infra.esselgroup.com>, MIS  
 Devanahalli <MIS.Devanahalli@infra.esselgroup.com>, Audit Devanahalli <Audit.Devanahalli@infra.esselgroup.com>

Dear Sir,  
 With reference to trailing mails the user got double charge, Due to the lane configuration complication. So please charge back the applicable discount to the user Transaction date 25<sup>th</sup> November 2019.

393787636	95165099332	24/11/2019 08:28:59	90.00	25/11/2019 19:03:28	90.00	CAR JEEP VAN	KA5	34161FA820328E4002570D00	ACCEPTED	ACCEPTED
393779214	002738022	24/11/2019 09:11:57	90.00	25/11/2019 18:52:45	90.00	CAR JEEP VAN	KA5	34161FA820328E4002570D00	ACCEPTED	ACCEPTED

Best Regards,



Amarnath Reddy  
 O&M  
 Essel Devanahalli Toll way Pvt Ltd.  
 Base Camp office, Near Sadahalli Gate  
 Bangalore North-562157.  
 Mobile:9071580004/9900020808  
 Email : [amarnath.reddy@infra.esselgroup.com](mailto:amarnath.reddy@infra.esselgroup.com)

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**Reminder**

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