



न्यायालय मुख्य आयुक्त दिव्यांगजन

COURT OF THE CHIEF COMMISSIONER FOR PERSONS WITH DISABILITIES(DIVYANGJAN)
दिव्यांगजन सशक्तिकरण विभाग/Department of Empowerment of Persons with Disabilities (Divyangjan)
सामाजिक न्याय और अधिकारिता मंत्रालय/Ministry of Social Justice & Empowerment
भारत सरकार/Government of India
5वाँ तल, एन.आई.एस.डी. भवन, जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष : (011) 20892364
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Case No.14046/1141/2023

In the matter of-

Shri Sandeep Kumar Guneshwar

...Complainant

Versus

The Chairman
National Highways Authority of India
G 5&6, Sector – 10, Dwarka
New Delhi – 110075
Email - nehasoni@nhai.org

...Respondent

1. Gist of the Complaint:

1.1 Shri Sandeep Kumar Guneshwar, a person with 100% visual impairment, filed a complaint dated 02.05.2023, stating that his car's Registration Certificate is registered under the "Divyangjan" category. He applied for an exempted FASTag on 24.03.2023, which was approved by RO Bhopal on 29.03.2023.

1.2 However, his application for verification has been pending at the Construction and Operation Division, NHAI. He has requested the issuance of his exempted FASTag certificate.

2. Notice issued to the Respondent:

A notice dated 23.05.2023 was issued to the respondent for forwarding their comments within 30 days to this Court u/s 75 & 77 of the Rights of Persons with Disabilities Act, 2016 (hereinafter referred to as "the Act").

3. Submissions made by the Respondent:

3.1 Respondent vide reply dated 09.06.2023 stated that the Complainant submitted his application on the online portal vide Application No. RO-BHO-23268781642. As per the Registration Certificate of the vehicle submitted on the Portal, the Vehicle is neither specially designed and constructed for 'Divyangjan' nor registered with 'Divyangjan' under the Motor Vehicle Act, 1988.

3.2 The document provided by the Complainant to support his claim that the Ownership Type of the Vehicle is 'Divyangjan' is a form available on the "Vahan" Website, which cannot be considered as proof required for claiming the exemption.

4. Submissions made in Rejoinder:

4.1 The Complainant filed his rejoinder dated 21.06.2023, and submitted that his application for an exempted FASTag was rejected by the Construction and Operation Division, NHAI, due to a validation error on their portal, which could not identify his vehicle as registered under the "Divyangjan" ownership category. He submitted the requisite documents, including Form 20 (Form to obtain a permanent registration number of a motor vehicle), submitted at the RTO, Indore, for the registration of his vehicle under the "Divyangjan" ownership, but the same was mistakenly registered in the "Individual" category.

4.2 Although the Indore RTO later informed that the aforesaid error was subsequently corrected and he also shared with the Complainant a screenshot from the Vahan portal. However, RC still does not reflect the "Divyangjan" ownership, which led to FASTag rejection.

4.3 Complainant requested strict action against authorities at Indore RTO and CO Division, as this causes mental, physical, and financial distress to persons with disabilities.

5. Hearing-

5.1 A notice of hearing dated 25.02.2025 was issued, and the parties were asked to appear before this Court on 28.02.2025. In response to the said Notice, the Complainant, via email dated 26.02.2025, informed us that the NHAI has now issued him the FASTag, and his issue has been resolved.

6. Observation and Recommendation:

6.1 Upon considering the facts of the case and the material available on the records of the case, it is apparent that the grievance of the complainant has been redressed. As such, the hearing scheduled or any further intervention was deemed to be unwarranted.

6.2 Accordingly, the case is disposed of with the approval of the Chief Commissioner for Persons with Disabilities.

(Praveen Prakash Ambashta)
Dy. Chief Commissioner for Persons with Disabilities