



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

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Case No. 14713/1092/2023

In the matter of-

Shri Murugapandian

...Complainant

Versus

The Chairman,
NHAI, New Delhi

...Respondent

1. Gist of the case:

1.1 Whereas Shri Murugapandian, a person with 65% locomotor disability with left leg paralysis, filed a complaint dated 14.12.2023 regarding non-issuance of a free FASTag meant for PwDs.

1.2 He applied for an exempted FASTag under the Divyangjan ownership category for his vehicle (Reg. No. TN18BL9048) bearing Application No. RO-CHE-231461463555. He received an approval email on 07.10.2023 stating that the application was approved by RO Chennai and it is pending verification at CO Division, NHAI.

1.3 Additionally, Complainant submitted a grievance via the CPGRAMS portal (Grievance No: MORTH/E/2023/0014309), which has been pending for over 38 days.

2. Notice issued to the Respondent:

2.1 A Notice dated 20.12.2023 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 as "the Act"). No reply received from the respondent.

3. Hearing-

3.1 As no reply was received from the Respondent in this matter, a notice of hearing dated 22.05.2025 was issued and the parties were asked to appear before this Court on 30.05.2025. In response to the said Notice, the Complainant vide his email dated 29th May 2025, informed that the NHAI has issued him the FASTag and that his issue was resolved.

4. Observation and Recommendation:

4.1 Upon considering the facts of the case and the material available on the records of the case, till date, it is apparent that the grievance of the complainant had already been redressed. As such, the hearing scheduled in the matter on 30.05.2025 stands cancelled. As such, no further intervention of this Court is required.

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

**(Praveen Prakash
Ambashta)**
Dy. Chief Commissioner