



सत्यमेव जयते

न्यायालय मुख्य आयुक्त

**COURT OF 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 and Empowerment

भारत सरकार/ Government of India

Case No. CCPD/16127/1092/25

Dated: 09/04/2026

**In the matter of:**

Shri Raghvendra Pratap Singh

... **Complainant**

**Versus**

The Chairman, National Highways Authority of India (NHAI)

... **Respondent**

**1. Gist of the Complaint**

1.1 Shri Raghvendra Pratap Singh, a person with 40% locomotor disability, filed a complaint dated 26.05.2025 regarding the delay in the issuance of an exempted FASTag meant for vehicles used by persons with disabilities. The Complainant submitted that he had applied for an exempted FASTag on 05.02.2025, which was approved at the Regional Office level; however, the application remained pending at the Central Office level for a prolonged period without any response.

1.2 The Complainant further submitted that the delay caused significant inconvenience at toll plazas and, despite representations, including through the CPGRAMS portal, no timely response was received.

**2. Notice Issued**

2.1 A notice dated 06.06.2025 was issued to the Respondent under Sections 75 and 77 of the Rights of Persons with Disabilities Act, 2016, calling upon them to submit comments on the complaint along with relevant documents within 30 days. The Respondent was advised to take due care of the provisions of the Act, including Sections 3 and 21, and other applicable statutory provisions and Government instructions while furnishing their response.

**3. Proceedings in the Matter**

3.1 Subsequently, the Complainant, vide email dated 24.06.2025, informed this Court that the exempted FASTag has been approved and delivered on 13.06.2025, and requested closure of the case. The Complainant, however, highlighted that the process took more than four months and that there was a lack of timely response and communication from the Respondent authority.

**4. Observations**

5वीं मंजिल, एनआईएसडी भवन, प्लॉट नं०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275  
5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075;Tele# 011-20892364,  
20892275

E-mail: [ccpd@nic.in](mailto:ccpd@nic.in); Website: [www.ccdisabilities.nic.in](http://www.ccdisabilities.nic.in)

(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखे)

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4.1 The Court observes that delay in processing applications and absence of timely response may result in denial of effective access to facilities and services for persons with disabilities.

4.2 The Court notes that the grievance of the Complainant stands redressed as the exempted FASTag has been issued; accordingly, no further intervention is warranted in the individual grievance.

## 5. Recommendation

5.1 The Respondent is advised to ensure that applications relating to persons with disabilities are processed in a timely and efficient manner and that appropriate timelines and accountability mechanisms are put in place to avoid undue delay. The Respondent may also consider reviewing existing procedures to ensure prompt response and effective service delivery in matters concerning persons with disabilities.

6. In view of the above, the case is disposed of in these terms with the approval of the Chief Commissioner for Persons with Disabilities.

Yours faithfully,

(Praveen Prakash Ambashta)  
Dy. Chief Commissioner

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