सत्यमेव जयते
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: CCPD-AD-0069/2026

In the Matter of

Smt. Madhu Singhal **...Complainant**

Versus

The Chairman, National Highways Authority of India ..**Respondent**

1. Gist of the Complaint

1.1 The Complainant, Smt. Madhu Singhal, submitted a grievance dated 04.07.2026 stating that she had applied online on 26.02.2026 for exemption from payment of toll fee under the FASTag exemption scheme for persons with disabilities. She submitted that although the application status reflected approval by the Regional Office, Bengaluru, it remained pending for verification at the Corporate Office of the National Highways Authority of India (NHAI), and despite the lapse of several months, the exemption had not been activated. The Complainant requested expeditious processing of her application and activation of the toll fee exemption.

2. Hearing

2.1. A preliminary hearing was conducted on 14.07.2026 in hybrid mode, wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf of
1.	Smt. Madhu Singhal	Complainant
2.	Representative of NHAI (GM, CO)	Respondent

3. Record of Proceedings

3.1 During the proceedings, the Complainant submitted that although she had applied for the exempted FASTag on 26.02.2026 and had been informed that the process would ordinarily be completed within one month, nearly five months had elapsed without activation of the exemption or any communication regarding its status.

3.2 The Respondent submitted that the Complainant's application had already been approved by the Headquarters and that the process for issuance of the exempted FASTag was substantially complete. It was explained that processing of such applications involves multiple stages of verification and approval at different levels, owing to which some delay had occurred. The Respondent further informed the Court that the Complainant may approach the concerned Regional Office with the vehicle for completion of the remaining formalities, including physical verification and issuance of the exempted FASTag, which was expected to be completed shortly.

3.3 Taking note of the submissions made by the Respondent, the Court observed that the grievance appeared to have been substantially resolved. The Court advised the Complainant to approach the concerned Regional Office for completion of the remaining formalities relating to issuance and activation of the exempted FASTag. The Court further observed that, in the event the exemption is not operationalised despite the approval communicated by the Respondent, the Complainant shall be at liberty to approach the Respondent authorities again for appropriate assistance.

3.4 In view of the above, the Court has determined no further interventions necessary. Liberty is reserved to the Complainant to approach this Court afresh, if the grievance survives despite the assurances extended during the hearing.

4 Accordingly, the case is disposed of.

Digitally signed by
S Govindaraj
Date: 20-07-2026
16:50:26

(S. Govindaraj)
Commissioner for Persons with Disabilities