



The present complaint has been filed by Shri Shaik Zaheer, father of Ms. Aisha Shaikh (a child with severe disability), alleging that the renewal of his daughter's Niramaya Health Insurance Card remained pending despite payment of the requisite renewal fee. The complainant submitted that the payment was made through bank challan and the challan receipt was uploaded on 16.05.2026; however, the application continued to reflect as

pending for offline payment verification and the renewed health card had not been generated.

2. During the hearing, the Respondent submitted that although the renewal fee had been deposited by the complainant, owing to a technical processing issue, the payment was not initially reflected in the system. It was, however, submitted that the payment has subsequently been identified and the application has now been approved. On being specifically asked to clarify the current status of the application, the representative confirmed that the case is presently showing as approved on the portal. The Court observed that, as per the submission of the concerned authority, the complainant had made the requisite payment and the delay occurred on account of an issue in processing of the payment. The Respondent is accordingly directed to furnish documentary evidence of the current approved status of the application.

3. In view of the submissions made during the hearing, the Respondent is directed to ensure that the Niramaya Health Insurance Card is generated and issued within one week. The Respondent shall also submit to this Court, within one week

- i. Screenshot reflecting the current approved status of the application
- ii. A copy of the renewed Niramaya Health Insurance Card along with acknowledgement of its receipt by the complainant.

Accordingly, the case is disposed of.

(S. Govindaraj)
Commissioner for PWDs