



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

Diary No. DNO/26/CCPD/6254

Dated: 02/09/2026

Case No: DNO/26/CCPD/6254

In the Matter of

Complainant

Shri Vivek Yadav

Versus

Respondent(s)

The Chairman, National Highways Authority of India

1. Background of the Case

1.1 The Complainant, Shri Vivek Yadav, a person with benchmark locomotor disability, submitted a grievance dated 22.04.2026 stating that he purchased an adapted car for his personal use, bearing registration number UP 72 CF 9025, and applied several months ago for a FASTag with toll tax exemption available to persons with disabilities. However, the FASTag has not been issued till date. He stated that due to the delay, he is facing unnecessary inconvenience, delays, and financial loss at toll plazas during travel. He requested the authorities to activate the toll tax exemption and issue the FASTag at the earliest in accordance with the applicable rules and guidelines.

2. Hearing

2.1. A preliminary hearing was conducted on 04.08.2026 in hybrid mode, wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf of
1	Shri Vivek Yadav	Complainant
2	Shri Harianant Meena, Manager, National Highways Authority of India (NHAI), Headquarters	Respondent

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; Website: www.ccdisabilities.nic.in
(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)
(Please quote the above file/case number in future correspondence)



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

Diary No. DNO/26/CCPD/6254

Dated: 02/09/2026

3. Record of Proceedings

3.1 During the proceedings, the Complainant, Shri Vivek Kumar Yadav, submitted that pursuant to his grievance regarding the issuance of an exempted FASTag, he had received an email from the Respondent Authority communicating the application number and confirming that the exempted FASTag had been processed. The Complainant further confirmed before the Court that the grievance raised in the present complaint had been resolved to his satisfaction and that he had no surviving grievance requiring further adjudication.

3.2 The Respondent, represented by Shri Harianant Meena, Manager, National Highways Authority of India (NHAI), Headquarters, remained present during the proceedings. The Respondent did not dispute the submissions made by the Complainant regarding the issuance of the exempted FASTag.

3.3 Upon considering the submissions of the parties, the Court observed that the principal relief sought in the complaint had already been granted, and the Complainant himself had acknowledged that the exempted FASTag had been issued and the grievance stood redressed. In view of the absence of any surviving dispute requiring adjudication, the Court found no justification for keeping the present proceedings pending. Consequently, the Court has determined that no further intervention is necessary.

4. Accordingly, the case is disposed of.

Yours faithfully,

**(S. Govindaraj)
Commissioner**

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; Website: www.ccdisabilities.nic.in
(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)
(Please quote the above file/case number in future correspondence)