



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/6261

Dated: 21/09/2026

Case No: DNO/26/CCPD/6261

In the Matter of

Complainant

Shri Umesh Kumar Jain

Versus

Respondent(s)

The Chairman, National Highways Authority of India

1. Background of the Case

1.1 The Complainant, Shri Umesh Kumar Jain, a person with 50% locomotor disability, submitted a grievance dated 23.04.2026 that he applied for an exempt FASTag on 04.04.2026 vide Application No. RO-JAI-1793356088-04042026. However, the application status is still showing "Pending for Verification and Approval at RO-NHAI." He stated that despite sending an email to the concerned Regional Office, he has not received any response. He requested intervention for early verification and approval of his application so that the exempt FASTag may be issued to him.

2. Status of the Grievance

2.1 A preliminary hearing was scheduled to be conducted on 04.08.2026 in hybrid mode, however, the Court is in receipt of an email communication from the Respondent dated 30.07.2026 stating that the Complainant's exempted FASTag has been generated and provided to the Complainant, Shri Umesh Kumar Jain, on 27.07.2026.

2.2 Subsequently, the Complainant had also acknowledged the same and had sent a request for the withdrawal of the case vide email dated 27.07.2026.

3. Observation and Recommendation

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,
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3.1 Upon reviewing the facts of the case and the available records, it is clear that the Complainant's grievance has been addressed.

3.2 After considering the submissions from both parties, especially the Complainant's email dated 27.07.2026, the Court has determined that no further intervention is necessary; consequently, the case is disposed of.

4. Accordingly, the case is disposed of.

Yours faithfully,

(VIKAS TRIVEDI)

Dy. Chief Commissioner

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