Diary No. DNO/26/CCPD/6576 **Dated:** 08/10/2026

In the matter of—

Shri Biswajit Sahoo

(Complainant)

Versus

The Chairman

National Highways Authority of India

(Respondent)

1. Background of the Case

1.1 The Complainant, a person with 60% Locomotor Disability, stated that he applied on 30.05.2026 for an Exempted FASTag for his vehicle, which is registered under "Divyangjan" ownership, on the exempted FASTag portal of the National Highways Authority of India (NHAI). He stated that the application was approved by the NHAI Regional Office, Bhubaneswar on 17.06.2026, but thereafter remained pending at the Central Office of NHAI for over two months, although the portal indicates a processing time of 7-10 days. He submitted that, in the absence of a FASTag, he faced difficulties at toll plazas, which affected his daily commute to his workplace.

1.2 The Complainant further stated that he sent multiple emails to the designated NHAI officers, made repeated telephone calls to the Regional Office, Bhubaneswar and the Central Office, and lodged several grievances on the CPGRAMS portal, but received no response. He submitted that when he personally visited the Regional Office, Bhubaneswar, the officials did not provide any update and asked him to file online complaints. He contended that the delay is contrary to Rule 11 of the National Highways Fee (Determination of Rates and Collection) Rules, 2008 and the advisories of the Ministry of Road Transport & Highways on recording of "Divyangjan" ownership.

2. Notice of Admissibility

2.1 A notice dated 15.09.2026 under Sections 75 and 77 of the RPwD Act, 2016, was issued to the Respondent for a hearing on 17.09.2026 to determine the admissibility of the case and find out if this can be

resolved without further quasi-judicial intervention of this Court.

3. Hearing

3.1 A preliminary hearing was conducted on 17.09.2026. The following parties/representatives were present during the hearing:

Sl.No.	Name of the parties/Representatives	For Complainant/Respondent	Mode of Attendance
1	Shri Biswajit Sahoo	Complainant	Online

3.2 No representative appeared on behalf of the Respondent during the hearing.

4. Record of Proceedings

4.1 The Complainant submitted that, a day before the hearing, he received a message from NHAI informing him that his application had been approved and the FASTag processed for issuance, and that he could collect it in person. He stated that, since he resides far from the office and NHAI has not agreed to send it by post, it will take him some time to collect it. He further submitted that the application, which remained pending for nearly four months, was processed within a day only after notice was issued by this Court, and that NHAI officials had not responded to his emails and calls or attended to him when he visited the office in person.

4.2 The Complainant raised an additional concern that the FASTag has been issued for a validity of only one year, whereas other eligible exempted categories are given a validity of five years. He submitted that, although there is no specific instruction of the Ministry of Road Transport & Highways prescribing the validity period, annual renewal exposes him to a repetition of the delay and hardship faced during the past months. He also submitted that this Court had on earlier occasions directed that timelines be defined for such cases, but delays continue to occur, and requested that the validity be extended to five years.

5. Observations & Recommendations

5.1 The Court notes that the primary grievance of the Complainant regarding the non-issuance of the Exempted FASTag stands redressed, as the FASTag has been approved and issued by the Respondent. The Court further notes that the one-year validity does not appear to violate any specific rule or instruction.

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5.2 The Court appreciates the approach of the MoRTH in revising the validity period of Exempted FASTags issued to Divyangjan. As per the revised provisions, Exempted FASTags issued to persons with 70% to 100% disability shall remain valid for five years, while those issued to persons with 40% to less than 70% disability shall remain valid for three years. The exempted FASTag may thereafter be renewed, subject to continued eligibility and compliance with the provisions of the National Highways Fee Rules, 2008. The Court appreciates this measure, which will reduce the inconvenience associated with frequent renewals for eligible persons with disabilities.

5.3 The Complainant had sought the approval and issuance of the Exempted FASTag for his vehicle, its timely processing in future, and accountability and response from NHAI officials. In view of the FASTag having been issued, the Court determines that no further intervention is necessary in the matter, and the case is accordingly disposed of.

Yours faithfully,

(S. Govindaraj)
Commissioner