Case No. CCPD/16671/1092/26 **Dated:** 05/10/2026

Notice u/s 75 & 77 of the Rights of Persons with Disabilities Act, 2016

Case No: CCPD/16671/1092/2026

To,

The Chairman,
National Highways Authority of India
Email: chairman@nhai.org | naqvihm@nhai.org

Sub: Notice to file comments in the complaint dated 14-07-2026 of Shri Vaibhav, a person with 70% Locomotor Disability regarding delay in issuance/approval of Exempted FASTag for adapted vehicle (No. UP14ER4283) due to UDID portal date error

Madam /Sir,

I am directed to enclose a copy of documents related to the complaint dated **14-07-2026** of **Shri Vaibhav**, a person with **70% Locomotor Disability** on the above-mentioned subject, which is self-explanatory.

2. And whereas, a preliminary was conducted on 17.09.2026 in Diary No. DNO/26/CCPD/6395 wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf of
1.	Shri Vaibhav	Complainant

No representatives on behalf of the Respondent were present during the proceedings.

2.1 And whereas, The Complainant, Shri Vaibhav, submitted that he had applied for renewal of the exempted FASTag facility on 13.05.2026, having already availed the said facility in the previous year. He stated that his application had been repeatedly rejected/delayed on one ground or another, initially on the

ground of certain alleged discrepancies in his UDID certificate. He submitted that he had uploaded the UDID certificate as obtained from DigiLocker and the official UDID website and had thereafter re-uploaded the application with the corrected documents on 13.06.2026. He further stated that he had attached his previous application, the DigiLocker version of his disability card, and a screenshot of the portal reflecting the error/query raised against his application. The Complainant submitted that despite rectifying the issues and furnishing the requisite documents, the renewal of the exempted FASTag facility had not been processed.

2.2 And whereas, upon consideration of the submissions, the Hon'ble Commissioner admitted the matter for further proceedings and as a final opportunity, the National Highways Authority of India (NHAI) may be afforded 15 days to either redress the grievance of the Complainant or submit a reasoned response explaining the reasons for non-redressal and the continued delay. It was directed that, in the event of failure to redress the grievance or submit the requisite response within the stipulated period, appropriate action may be taken in accordance with law.

3 Whereas Section 3 of the Rights of Persons with Disabilities Act, 2016, herein after referred to as "the Act", provides as under:

> *"3. (1) The appropriate Government shall ensure that the persons with disabilities enjoy the right to equality, life with dignity and respect for his or her integrity equally with others.*
> *(2) The appropriate Government shall take steps to utilise the capacity of persons with disabilities by providing appropriate environment.*
> *(3) No person with disability shall be discriminated on the ground of disability, unless it is shown that the impugned act or omission is a proportionate means of achieving a legitimate aim.*
> *(4) No person shall be deprived of his or her personal liberty only on the ground of disability.*
> *(5) The appropriate Government shall take necessary steps to ensure reasonable accommodation for persons with disabilities."*

4. And whereas Section 21 of the Act mandates that every establishment shall notify an Equal Opportunity Policy and shall register a copy of the same with the Chief Commissioner.

5. And whereas Section 75(1) (a) and (b) of the Act mandates the Chief Commissioner to inter alia identify, suo motu or otherwise, the provisions of any law or policy, programme and procedures, which are inconsistent with the Act and to look into complaints inter-alia, concerning matters relating to deprivation of rights of persons with disabilities either on his own motion or on the application of any aggrieved person and recommend necessary corrective steps.

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6. And therefore, you are hereby advised to forward your comments on the Complaint on an **affidavit** signed by an officer of an appropriate seniority not below the level of Group 'A' officer and to produce all the requisite documents upon which you base your Comments or Claim and where you rely on any other document as evidence in support of your comments or claim, you shall enter such documents in a list to be annexed to the Comments on Complaint along with action taken in compliance with statutory provisions as mentioned at para 3 above, to this Court within **15 days** from the date of issue of this communication, failing which, the Complaint may be disposed of ex-parte. **While responding to this notice due care may be taken of relevant provisions of the Act, other statutory provisions, and government instructions such as the ones mentioned above.**

7. A copy of your reply should also be served to the Complainant **via email and by post, and the proof of service be submitted to this Court along with your Reply**. You may also provide additional inputs relevant to the case, if desired. However, it is to be informed that in case any statutory provision, any judgment of a High Court or the Supreme Court, rules formulated under any statute, Office Memorandum, or bye-law is relied upon, you shall attach a copy of the same along with your comments on the Complaint. The Complainant may file his rejoinder, if any, to this Court within **07 days** with a copy to the Respondent(s).

Yours faithfully,

(VIKAS TRIVEDI)
Dy. Chief Commissioner

Copy to:

1) **Vaibhav**
204 Gold Royal Legacy Sector 18 Vasundhara
GHAZIABAD, UTTAR PRADESH, 201012
vaibhavmdes19@gmail.com
7417249049

Enc. Copies:

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

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1) Disability Certificate
2) Case Document - 1

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाषः 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 पंत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखे)
(Please quote the above file/case number in future correspondence)