सत्यमेव जयते
न्यायालय मुख्य आयुक्त दिव्यांगजन
COURT OF THE 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 & Empowerment**
भारत सरकार/**Government of India**
5वाँ तल, एन.आई.एस.डी. भवन, जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष : (011) **20892364**
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Case No: CCPD-AD-0180/2026

In the Matter of

Complainant

Shri Purushothaman C

Versus

Respondent(s)

The Chairman, National Highways Authority of India

1. Background of the Case

1 . 1 The Complainant, Shri Purushothaman C, a person with 40% locomotor disability, submitted a grievance dated 14.09.2026 and stated that he applied for an exempted FASTag for his invalid carriage/retrofitted vehicle bearing registration No. TN50BA3285 on the NHAI portal on 22.08.2026. He stated that despite submitting the required documents, including his UDID card and RC, his application has remained pending for verification and approval at the Regional Office, NHAI, Chennai, for nearly three weeks. He alleged that the concerned officials initially assured him that the application would be cleared but later cited pending backlogs at NHAI Headquarters as the reason for the delay. He stated that due to the delay, he is required to pay full toll charges while travelling through toll plazas, causing him financial loss and physical and mental hardship. He requested intervention to direct the NHAI Regional Office, Chennai, to complete verification of his application and forward it to NHAI Headquarters for final activation, and to take appropriate action against the officials responsible for the delay.

2. Hearing

2.1. A preliminary hearing was conducted on 24.09.2026 wherein the following parties/representatives were present:

Sl. No.	Name of the Parties / Representatives	On Behalf

		of
1.	Shri Purushothaman C	Complainant
2.	Shri Abhishek Tripathi, Deputy Manager, NHAI-HQ	Respondent

3. Record of Proceedings

3.1 During the proceedings, the Complainant submitted that he is a person with 40% locomotor disability and had applied through the NHAI portal in August 2026 for an exempted FASTag in respect of his invalid retrofitted vehicle bearing Registration No. TN50BA3285. Despite submission of the requisite documents, including his UDID card and RC, the application remained pending for verification and approval at the Regional Office, Chennai for nearly three weeks.

3.2. The Respondent submitted that the application had been received at NHAI Headquarters approximately one month ago and was under process for approval. The Respondent further submitted that there is no prescribed timeline for processing such applications but assured the Court that the FASTag would be approved and issued within one week. The Court enquired about the timeline ordinarily required for processing and issuance of exempted FASTags. The Respondent submitted that no defined timeline is prescribed under the applicable rules, though efforts are made to process the applications at the earliest.

3.3. The Court observed that in the absence of a defined timeline, applicants may remain uncertain as to the reasonable period for which they are required to wait before seeking clarification or redressal. The Court further observed that clear guidance regarding the expected processing period would help avoid unnecessary complaints arising on account of such uncertainty.

3.4. The Court accordingly recommended the Respondent to submit, within 15 days, a clear response regarding the timeline prescribed for processing and issuance of exempted FASTags. In case no such timeline is presently prescribed, the Respondent was advised to consider formulating appropriate instructions/guidelines indicating the expected processing period and the course of action available to applicants in case of delay. With regard to the individual grievance, the Respondent was recommended to process and issue the Complainant's exempted FASTag within one week, as undertaken during the hearing, and submit proof of issuance/delivery to the Court.

4. Consequently, the Court has determined no further intervention necessary. Accordingly, the case is disposed of.

Digitally signed by
S Govindaraj
Date: 15-10-2026
10:16:14

(S. Govindaraj)
Commissioner for Persons with Disabilities