

GOVERNMENT OF INDIA
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS

RAJYA SABHA
UNSTARRED QUESTION NO - 3764
ANSWERED ON - 25/03/2026

GRIEVANCE REDRESSAL MECHANISMS FOR E-CHALLAN

3764. SHRI K.R. SURESH REDDY:

Will the Minister of ROAD TRANSPORT AND HIGHWAYS be pleased to state :-

- (a) the details of the number of e-challans that have been issued by traffic cameras during the last three years, year-wise, State-wise;
- (b) the details of the number of e-challans that have been issued manually by officers during the last three years, year-wise, State-wise;
- (c) steps taken to avoid arbitrary and excessive abuse of power by officers who might issue 'unjust' e-challans;
- (d) whether there exists any grievance redressal mechanisms for contesting unjust and unfair challans outside of courts;
- (e) if so, details thereof and the details of the number of complaints filed in the last three years, year-wise; and
- (f) if not, reasons therefor?

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) and (b) As per the data reported by the National Informatics Centre (NIC) as on 19.03.2026, State-wise details of challans issued by traffic cameras and manually during the last three years i.e. 2023 to 2025 are at Annexure – I and II respectively.

(c) to (f) The Government has notified amendments to the Central Motor Vehicles Rules, 1989 (CMVR) vide G.S.R. 48(E) dated 20.01.2026. Rule 167 of the CMVR, inter alia, lays down the procedure to be followed for issuance, contesting and payment of a challan.

The CMVR provide that any person to whom a challan is issued must, within forty-five (45) days from the date of issuance, either accept the challan and pay the amount specified therein or contest it on the designated portal by submitting supporting documentary evidence in such a manner and before such authority as may be specified by the State Government. If the challan is not contested within this period, it shall be deemed to have been accepted upon the expiry of forty-five days, and the amount specified therein must be paid, in physical or electronic form, within a further period of thirty (30) days. Where the challan is contested, and the authority either fails to resolve the matter within thirty (30) days or, after considering the submissions and documentary evidence, quashes the challan with reasons recorded in writing, the challan shall cease to have effect, and the authority shall upload its order on the portal. However, where the authority rejects the submissions made by the person, with reasons recorded in writing, the person may either pay the challan amount within thirty (30) days from the date of receipt or uploading of such order on the portal, or file an application

before the appropriate court after depositing fifty percent (50%) of the challan amount in the manner specified by the State Government.

As per information received from the National Informatics Centre (NIC), details of the number of complaints filed in the last three years is given below : -

Year	Number of complaints
2023	1,12,500
2024	1,68,487
2025	3,07,150

Annexure - I

ANNEXURE REFERRED TO IN REPLY TO PART (a) and (b) OF RAJYA SABHA UNSTARRED QUESTION NO. 3764 ANSWERED ON 25.03.2026 ASKED BY SHRI K.R. SURESH REDDY REGARDING GRIEVANCE REDRESSAL MECHANISMS FOR E-CHALLAN.

Year Wise State Wise Camera Challan from 2023 to 2025 :-

Sl. No.	State	2023	2024	2025
1.	Andhra Pradesh	-	3	21751
2.	Assam	13240	64064	108015
3.	Bihar	319569	873906	1287365
4.	Chandigarh	891972	846939	656302
5.	Chhattisgarh	125059	175447	444974
6.	DADRA AND NAGAR HAVELI AND DAMAN & DIU	-	-	2513
7.	Delhi	5664220	5171203	5107439
8.	Goa	53810	75197	88758
9.	Gujarat	1216385	2288932	5298747
10.	Haryana	1577039	1517204	3046876
11.	Himachal Pradesh	73664	335793	507749
12.	Jammu And Kashmir	-	133178	361397
13.	Jharkhand	218434	509968	802612
14.	Karnataka	193513	437543	837510
15.	Kerala	3967443	5224369	3671985
16.	Madhya Pradesh	89783	1343771	1813967
17.	Maharashtra	116271	1692963	2540773
18.	Odisha	229680	183682	298117
19.	Punjab	-	-	500552
20.	Rajasthan	330907	536121	1691970
21.	Tamil Nadu	1527544	1807605	1333194
22.	Tripura	242667	619879	357351
23.	Uttar Pradesh	3529207	5197781	5850682
24.	Uttrakhand	49639	185196	521858
25.	West Bengal		73414	229850
Grand Total		20430046	29294158	37382307

Annexure - II

ANNEXURE REFERRED TO IN REPLY TO PART (a) and (b) OF RAJYA SABHA UNSTARRED QUESTION NO. 3764 ANSWERED ON 25.03.2026 ASKED BY SHRI K.R. SURESH REDDY REGARDING GRIEVANCE REDRESSAL MECHANISMS FOR E-CHALLAN.

Year Wise State Wise Manual Challan from 2023 to 2025 :-

Sl. No.	State	2023	2024	2025
1.	Andaman & Nicobar Island		15	531
2.	Andhra Pradesh	498	1019758	666287
3.	Arunachal Pradesh			
4.	Assam	608	103	5
5.	Bihar	468113	359977	332328
6.	Chandigarh	3550	4105	4408
7.	Chhattisgarh	7777	12887	14382
8.	DADRA AND NAGAR HAVELI AND DAMAN & DIU	3	45	6
9.	Delhi	8193	43791	278460
10.	Goa	2699	445	2247
11.	Gujarat	138695	126075	120878
12.	Haryana	12646	3665	14
13.	Himachal Pradesh	2163	10629	13542
14.	Jammu And Kashmir	59259	30750	4
15.	Jharkhand	3861	3750	4238
16.	Karnataka			1
17.	Kerala	650268	524444	458238
18.	Madhya Pradesh	2983	1386	1417
19.	Maharashtra	4442	1792	850
20.	Meghalaya	16	1	
21.	Mizoram	1	315	38
22.	Odisha	1	86	376
23.	Puducherry	506	3159	168
24.	Punjab	42007	30583	1120
25.	Rajasthan	55836	45031	12515
26.	Sikkim	4	1	6
27.	Tamil Nadu	96631	37452	15029
28.	Tripura	46352	58499	34356
29.	Uttar Pradesh	36665	13961	5794
30.	Uttrakhand	3170	1187	25
31.	West Bengal	457	206	157
Grand Total		1647404	2334098	1967420
