

**GOVERNMENT OF INDIA
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 4550
ANSWERED ON 27TH MARCH, 2025**

E- CHALLAN

4550. SHRI CAPTAIN VIRIATO FERNANDES:

Will the Minister of ROAD TRANSPORT AND HIGHWAYS

सड़क परिवहन और राजमार्ग मंत्री

be pleased to state:

- (a) whether the Government has provided any facilities to the public with regard to addressing their appeal or redressal of grievances against an e-challan issued through the e-portal as per procedure provided in the rule 167 of the Central Motor Vehicle Rules 1989;**
- (b) if so, the details of the facilities provided for redressal of grievances and the date from which it has been made available;**
- (c) the authority nominated for the redressal of grievances or appeal;**
- (d) the number of grievances or appeals received/addressed/pending in the States of Goa, Maharashtra and Karnataka; and**
- (e) whether any online hearing facilities have been provided for the ease of the complainant and if so, the details thereof ?**

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) to (e) Section 136(A) of the Motor Vehicles Act, 1988 provides for electronic monitoring and enforcement of road safety on National Highways, State Highways, roads or in any urban city within a State which has a population upto such limits as may be prescribed by the Government.

Accordingly, Government has published Rule 167A under the Central Motor Vehicles Rules, 1989 in August 2021 for Electronic Monitoring and Enforcement of Road Safety at high-risk and high-density corridors on National Highways, State Highways and at critical junctions in

cities with population of one Million or more and cities included under National Clean Air Programme (NCAP) in the Country.

The Government in the Ministry of Road Transport and Highways has developed e-challan system, an integrated information technology based web portal, for monitoring and enforcement of challans. The data on the portal is entered by the States/UTs. Provision to address the appeal or redressal of grievances against an e-challan issued through the e-portal is available on the portal since 14.04.2021. The authority nominated for the redressal of grievances or appeal on the portal is Office Head/District Administration of the State/UT Government with the revenues from the e-challans flowing to the State/UT Government.

As per the data available on e-challan portal, the number of grievances or appeals received, addressed or pending in the States of Goa, Maharashtra and Karnataka is given below : -

State	Total Grievance Received	Grievance Addressed	Grievance Pending
Goa	661	128	533
Karnataka	310	143	167
Maharashtra	16082	1,141	14,941
