



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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Email: ccpd@nic.in; Website: www.ccdisabilities.nic.in

Case No. CCPD/15519/1101/2024 &

Case No. CCPD/15530/1101/2024

In the matter of —

Suo-motu cognizance regarding inaccessibility of websites, mobile applications and other digital platforms of ministries/departments of Government of India and private establishments in the country

Versus

Case No. 15519/1101/2024: Government Establishments

To

- (1) The Secretaries
All Ministries/Departments
(As per the list attached)
Government of India

... Respondent No.1

- (2) The Director General,
National Informatics Centre (NIC),
A-Block, CGO Complex,
Lodhi Road, New Delhi - 110 003
Email: dg@nic.in

... Respondent No.2

And

To

The parties/respondents in all twenty-two (22) cases (from Government establishments) as per list attached, filed by Shri Rahul Bajaj and Shri Amar Jain, both persons with 100% visual impairment

Case No. 15530/1101/2024: Private Establishments

To

- (01) The Secretary (CA),
Department of Consumer Affairs,
Ministry of Consumer Affairs, Food & Public Distribution,
Room No. 49, Krishi Bhawan,
New Delhi – 110001
Email: secy-ca@nic.in ... Respondent No.1
- (02) The Secretary,
Ministry of Electronics & Information Technology,
Electronics Niketan,
6, CGO Complex, Lodhi Road,
New Delhi – 110003
Email: secretary@meity.gov.in ... Respondent No.2
- (03) The Secretary,
Ministry of Information & Broadcasting,
Room No.655-A, Shastri Bhawan,
New Delhi – 110001
Email: secy.inb@nic.in ... Respondent No.3
- (04) The Secretary,
Department of Promotion of Industry & Internal Trade,
M/o Commerce & Industry,
Room No. 223, Vanijya Bhawan,
New Delhi – 110001
Email: secy-ipp@nic.in ... Respondent No.4
- (05) The Secretary & Chairman (DCC),
Department of Telecommunications,
Ministry of Communications,
Room No.210, Sanchar Bhawan,
Rafi Marg, New Delhi – 110001
Email: secy-dot@nic.in ... Respondent No.5
- (06) The Director/Chief Executive Officer
Reliance Jio Infocom Limited (Set-Top Boxes)
Office -101, Saffron Nr. Centre Point,

Panchwati 5 Rasta, Amba wadi,
Ahmedabad-380006 (Gujarat)
Email: jyoti.jain@ril.com

... Respondent No.6

- (07) The Director/Chief Executive Officer
Bharti Airtel Limited (Set-Top Boxes)
Bharti Crescent,
1, Nelson Mandela Marg, Vasant Kunj,
Phase - II, New Delhi - 110070 And/Or
Airtel Center, Polot No.16,
Udyog Vihar, Phase-IV,
Gurugram – 122015 (Haryana)
Email: compliance.officer@bharti.in

... Respondent No.7

- (08) The Director/Chief Executive Officer
Porter Drive Solutions Private Limited
S.No.13, Plot No. 17,
Santosh Nagar, Santosh Marriage Hall,
Thergaon, Pune-411033 (Maharashtra)
Email: rajeev@porterindia.com

... Respondent No.8

- (09) The Director/Chief Executive Officer
Dunjo Digital Private Limited,
1st Floor, Saideep Srinidhi,
No. 2, Ward No. 73, NAL Wind Tunnel Road,
Murugeshapalya
Bangalore-560017 (Karnataka)
Email: kabeer@dunzo.in

... Respondent No.9

- (10) The Director/Chief Executive Officer
The Indian Express Private Limited
7th Floor, Mafatlal Centre,
Ramnath Goenka Marg, Nariman Point,
Mumbai - 400021 (Maharashtra)
Email: monika.bansal@expressindia.com

... Respondent No.10

- (11) The Director/Chief Executive Officer
Zerodha Broking Limited
153/154, 4th Cross, 4th Phase,
Dollars Colony, Opposite Clarence School,
J.P Nagar, Bangalore-560078 (Karnataka)
Email: audit@zerodha.com

... Respondent No.11

And

To

The parties/respondent in all sixty-eight (68) cases (from private establishments) as per list attached, filed by Shri Rahul Bajaj and Shri Amar Jain, both persons with 100% visual impairment.

2. **Hearing (III):**

A 3rd joint online hearing through video conferencing was conducted on **28.01.2025**.

RECORD OF PROCEEDINGS

At the outset the directions passed by this court in the previous hearing dated 07.08.2024 were read out for the parties. The operative part of the direction was as under:

*13.7 (a) The Court advised all the representatives appearing on behalf of their respective establishments that the respondents should make their websites/apps and other digital platforms fully accessible for persons with disabilities in terms of Rule 15, sub-rule (1), clause (c), item (i) and (iii) as amended vide MSJE Notification No. G.S.R.359(E).- dated 10 May, 2023 and comply with the Indian standards IS 17802 (Part 1), 2021 and IS 17802 (Part 2), 2022, published by the Bureau of Indian Standards vide notification numbers HQ-PUB013/1 12020-PUB- BIS(278), dated the 24th December, 2021 and HQ-PUB0131112020-PUB-BIS(358), dated the 4th May, 2022, respectively as amended from time to time. The establishments shall also get their websites/apps audited for digital accessibility compliance by an accessibility expert who holds certification from International Association of Accessibility Professionals, and the government establishments shall submit STQC certification. The establishments shall submit their compliance report indicating appointment of an accessibility auditor **within four weeks** from the date of issue of this Record of Proceedings else penalty will be imposed as envisaged under Section 89 of the Act. Further all the establishments shall provide their accessibility audit report along with timelines to resolve accessibility barriers by **30 November 2024**. The Court decided to make available the accessibility audit report and timelines for resolving accessibility barriers through its website and to invite feedback from the public if any, which will be shared with the respective establishment for further action.*

2. Thereafter individual respondents were called and their status of compliances was reviewed one by one vis-a-vis the aforesaid direction. It was found that none of the parties in Case No. 155519/1101/2024 were in full compliance with the direction while only a few private establishments such as Make My Trip, TATA CLIQ, Groww from Case No. 15530/1101/2024 reported full compliance. Blu smart submitted that they were wrongly impleaded and that they do not have any digital platform.

3. Upon hearing the parties, the Court expressed its deep dissatisfaction over the continued non-compliance of the mandatory provisions of the RPwD Act, 2016 and rules made thereunder despite clear timelines given by this court with a reasonable opportunity to fulfill the obligations.

4. The Court, therefore, directed the respondents in both the matters including the tagged matters to:-

(a) Update the status to this Court with a copy of the Access Audit Report on or before 5th of February 2025;

(b) Failing (a) this Court will be constrained to impose fines under section 89 of the RPwD Act 2016.

(c) the respondents who have appointed auditors and submitted evidence of said appointment by latest 5th February 2025 shall be allowed further time of 30 days to submit their Access Audit Report to this Court i.e. by 07.03.2025.

5. The Court further directed that compliance status by the parties will be continuously reviewed by this court in the first week of every month w.e.f. March 2025. Establishments with continued non-compliance shall be imposed with the next level of fines as per section 89 of the RPwD Act 2016. The Status/Compliance reports shall be displayed on the website of the CCPD for public awareness and scrutiny.

6. There shall be no further hearing in this matter and the case shall be disposed of on the basis of material available on the records of this case and received by 5th February 2025.

7. This issued with approval of the Chief Commissioner for Persons with Disabilities.



(Praveen Prakash Ambashta)
Dy. Chief Commissioner