



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

5th Floor, N.I.S.D. Bhawan, G-2, Sector-10, Dwarka, New Delhi-110075; Tel.: (011) 20892364

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

Case No: 13755/1103/2023

In the matter of—

Mr. Mukesh Verma

...Complainant

Versus

CEO& Chairman, Railway Board, New Delhi

Email: crb@rb.railnet.gov.in

...Respondent

Hearing:

A hearing in hybrid mode (online/offline) was conducted on 05.06.2025. The following parties/representatives were present during the hearing:

Sl.No.	Name of the parties /Representatives	For Complainant/ Respondent	Mode of Attendance
1.	Mr. Mukesh Verma	Complainant	Online
2.	Sh. Sanjay Gauri, Director (PG)	Respondent	Online
3.	Sh. Rajesh Lal, ASC	Respondent	Online
4.	Ms. Sheba Brittas	Respondent	Online
5.	Ms. Bhavani	Respondent	Online
6.	Sh. DSC-Agra	Respondent	Online
7.	Sh. Raj Mohan, Sr. DSC, NCR	Respondent	Online
8.	Sh. Avinash Sharma	Respondent	Online
9.	Sh. D. K Chauhan	Respondent	Offline

RECORD OF PROCEEDINGS

1. At the outset, the Complainant raised his grievances about unauthorised occupancy of Divyang Coaches, accessibility issues, andn lack of help and guidance for travellers with disabilities.

2. Respondent presented a summary of actions taken so far, including the implementation of an SMS service providing real-time updates on the position of the

Divyang coach. They also shared the details of the fines imposed on non-disabled individuals occupying the Divyang coaches.

3. Representatives from the Railway Protection Force (RPF) reported on their enforcement activities related to the unauthorised occupancy of Divyang coaches, detailing the number of fines issued and individuals removed. RPF also informed about the newly launched "Operation Sewa," which is designed to provide assistance to Divyang passengers during their journey, outlining the various support services offered, such as portage assistance, wheelchair availability, and dedicated staff to guide and assist passengers with disabilities.

4. After hearing the parties, the Court raised concerns regarding the inconsistent placement of the Divyang coach, making it difficult for Divyang passengers to locate the Coach, the inadequacy of announcements regarding the coach's location and the lack of clear signage.

5. The Court recommended that the Railway Board and the RPF submit a detailed report within one month outlining specific strategies and measures to prevent non-Divyang individuals from occupying Divyang coaches. These reports should include a comprehensive analysis of current challenges, proposed solutions, and a clear implementation plan with timelines alongwith assigned responsibilities.

6. This is issued with the approval of the Commissioner for Persons with Disabilities.

(P. P. Ambashta)
Dy. Chief Commissioner