



**Email: [ccpd@nic.in](mailto:ccpd@nic.in); Website: [www.ccdisabilities.nic.in](http://www.ccdisabilities.nic.in)**

1.2 The Complainant submitted that Tambaram, a suburb railway station, is 20 Kms away from Chennai Central. The railway station has 7 platforms connected to a narrow foot over-bridge, which is around 50 yrs old. It is connected to the East and West passenger entrances. Only one entrance at Platform 1 is easily approachable. There was a proposal to construct an accessible exit/entry. The foot over-bridge has narrow steps that are steep and cannot be accessed by wheelchair users. Earlier, there used to be a pathway connecting the platform but since 2019,

the pathway connecting the Platform 6, 7, 8 with Platform 5 was broken and unserviceable. Passenger with disability who are travelling with crutches and wheelchairs finds it challenging to cross the railway tracks while alighting/boarding the express trains.

## **2. Notice issued to the Respondents:**

2.1 In the lights of the provisions contained in terms of sections 3 and 41(1) of the Rights of Persons with Disabilities Act, 2016 [hereinafter referred to as “the Act”], notices dated 14.06.2023 and 17.07.2023 were issued to the respondent for forwarding to this Court their comments on affidavit on the complaint within the statutory time limit.

## **3. Reply filed by the Respondents:**

3.1 The Senior Divisional Engineer, Southern Railway, vide reply dated 20.07.2023, submitted that due to the modification in the Tambaram Yard, the floor between tracks and the footpath between Platform No. 1 and 8 got disturbed. The Respondent also furnished some photographs and submitted that the same have now been rectified.

3.2 Further, in modifying the Tambaram Yard along with provision of facilities like lifts, escalators have been planned and are being executed by the Construction Organization. The same is expected to be commissioned by March 2024. The existing foot over bridge is 5 meters wide and escalators on Platform No. 1-A, 1 & 2 and 3 & 4 have already been commissioned. Old Step Tiles have been replaced with New Step Tiles. Another foot over bridge is being constructed with lift and escalator facilities connecting all platforms from 1 to 8 and 9 & 10. The work related to the Eastern and Western entrances is under progress.

3.3 The Respondent forwarded a copy of this reply to the Complainant by Speed Post. Further, the amenities sought by the Complainant have already been provided, and the remaining part of the work is also being completed expeditiously. The Respondent prayed that the complaint be closed as complied with.

#### **4. Rejoinder filed by the Complainant:**

4.1 The Complainant, through his rejoinder dated 09.08.2023, accepted the resolution provided by the Respondent, but submitted that the Respondent be directed to complete the remaining works without further delay.

#### **5. Observations & Recommendations:**

5.1 From the facts submitted in the preceding paragraphs and documents available on file, it appears that the grievance of the Complainant has been redressed. Hence, no further action is warranted in this Case.

5.2 The Respondents are advised to expedite the work on accessibility of the Station for persons with all types of disabilities and submit an Action Taken Report within 90 days of receipt of this Order in accordance with Section 76 of the Act.

5.3 Accordingly, the case is disposed of with the approval of the Chief Commissioner for Persons with Disabilities.

**(Praveen Prakash Ambashta)**  
**Dy. Chief Commissioner**