



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

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Case No: 14725/1101/2023

In the matter of—

Mr. Amar Jain

Email ID- amarjain@amarjain.com

...Complainant

Versus

The Managing Director,
HDFC Securities Limited

Email ID- md@hdfcsec.com

....Respondent No.1

The Chairperson,
Securities and Exchange Board of India

Email ID- chairman@sebi.gov.in

....Respondent No.2

The Secretary,
Department of Expenditure

...Respondent No.3

Hearing:

A hearing in hybrid mode (online/offline) was conducted on 03.06.2025. The following parties/representatives were present during the hearing:

Sl.No.	Name of the parties/Representatives	For Complainant/ Respondent	Mode of Attendance
1.	Mr. Amar Jain	Complainant	Online
2.	Mr. Yusuf Malik & Anupam Srivastava	For Respondent No. 1 (HDFC)	Physically present
3.	Adv Ashish Aggarwal & Mr.	For Respondent	Physically

	Pradeep Kumar, General Manager (SEBI)	No. 2 (SEBI)	present
4.	Ms. Sudha Rani Thirukonda	For Respondent No. 3	Online

RECORD OF PROCEEDINGS

1. At the outset, the Complainant informed the Court that he filed a complaint on 22.12.2023 regarding the non-availability of accessibility features of the trading platforms of the web and mobile applications. All platforms of Respondent No.1 are non-compliant with accessibility standards. One cannot choose a company or an index after entering the symbol, nor can the screen readers read the rates automatically.

2. The Complainant even demonstrated in the Court how persons with visual disabilities actually access websites through screen readers. The Complainant also urged the Respondent No. 2, being the regulator, be directed, to step in to make capital markets accessible to all investors.

3. Respondent No.1 submitted to the Court that customers can trade through the dedicated call, get updates on any stock price, and execute the trades. The technological solution for live pricing voice reading becomes difficult to implement as the data of stock prices is very volatile and changes within a fraction of a second. The said solution might result in financial losses in case of any incorrect price voice over. Respondent No. 2 submitted to the Court that they have already taken steps in this regard and issued circulars & instructions to all the intermediaries to comply with the accessibility standards.

4. After hearing both parties, the Court concluded that the grievances raised by the Complainant are quite genuine and the relief sought is a rightful claim. Accessibility can no longer be an option on any pretext, including the one of probable financial losses. The respondents need to

work out an action plan and submit their response in writing related to the special steps taken or proposed to be taken by them to ensure accessibility of all mobile and web Apps related to trading/stocks, within one month, along with copies of relevant documents.

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

(Praveen Prakash Ambashta)

Dy. Chief Commissioner