



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: 14153/1103/2023

In the matter of -

Mr. Trilok Chand Sharma

... Complainant

Versus

The Divisional Railway, Northern Railway

... Respondent

Hearing: A hearing in hybrid mode (online/offline) was conducted on 31.07.2025. The following parties/representatives were present during the hearing:

Sl. No.	Name of the parties / Representatives	Parties	Mode
1.	Mr. Trilok Chand Sharma Through Gargi Shukla SLI (provided by this Court)	Complainant	Physical
2.	Mr. Animesh, Northern Railway	Respondent	Online

RECORD OF PROCEEDINGS

1. At the outset, the Hon'ble Commissioner for Persons with Disabilities was apprised of the factual background of the matter, whereupon the Complainant was invited to briefly set forth his grievance. The Complainant, with the help of the Sign Language Interpreter, submitted that although he had been issued a Railway Concession Certificate in the year 2018 based on the same documents, he was denied renewal of the said certificate in the year 2023.

2. In response, the Respondent submitted that the Railway Concession

Certificate issued in 2018 recorded the Complainant's disability as both hearing impairment and speech impairment. That is why the concessional certificate was issued to Complainant.

3. This Court sought clarification from the Respondent as to whether the Complainant misled the Railway Authorities by submitting a fraudulent document purporting to establish that he suffers from both hearing and speech impairment, or whether the concession certificate issued by the Railway Authorities in the year 2018, was the result of lack of due diligence or an error or omission on their part.

4. Accordingly, this Court recommended that both parties shall furnish the relevant supporting documents submitted by the Complainant for the issuance of the Railway Concession Certificate in the year 2018, within a period of 15 days from the date of issuance of this Record of Proceedings.

5. This Court also referred to the order dated 18.05.2023 passed by the Hon'ble High Court of Delhi at New Delhi in Public Interest Litigation bearing W.P. (C) No. 2501 of 2019 and C.M. Appl. No. 11667 of 2019, wherein the Hon'ble High Court, upon a comprehensive review of the Railway's concession policy, including the issue of the categories of PwDs for which the concession was made available, was pleased to hold that the said policy is fair and transparent.

6. This Court further advises the Respondent to undertake appropriate and adequate training programmes to sensitise their staff regarding the provisions of the RPwD Act, use of respectful and non-discriminatory language in the course of their official duties, as well as to enhance their awareness about the various types and sub-categories of disabilities, and the benefits extended to the PwD by the Railways.

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

(Praveen Prakash Ambashta)
Dy. Chief Commissioner