



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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Case No: 14695/1141/2023

In the matter of—

Mr.Shantanu

...Complainant

Versus

The Director/The Company Secretary,
 Ani Technology Private Limited
 Gurugram

...Respondent

1. Hearing:

1.1 A hearing in hybrid mode (online/offline) was conducted on 30.05.2025.
 The following parties/representatives were present during the hearing:

Sl.No.	Name of the parties/ Representatives	For Complainant/ Respondent	Mode of Attendance
1.	Mr. Shantanu	Complainant	Online
2.	Ms. Shail Mishra, Credit Executive, Ani Technology Pvt. Ltd.	For Respondent	Online

2. Record of Proceedings

2.1 The Complainant reported being subjected to humiliating behaviour by an Ola cab driver, booked via his wife's account. The driver refused to accommodate the Complainant's folded wheelchair, citing a CNG kit in the boot, and reacted aggressively when asked to place the wheelchair in the back or front seat. He

verbally abused the Complainant and his wife and ordered them to leave the vehicle, causing emotional distress and public humiliation. The Complainant also reported receiving repeated calls from Ola representatives pressuring him to withdraw his complaint.

2.2 The Respondent denied prior notice of the complaint in 2023, claiming receipt of the hearing notice only a day before the proceedings. The Court noted that all notices had been sent to the same email address, questioning the Respondent's claim of non-receipt of the notice.

2.3 The Respondent stated that the CNG kit prevented using the boot for the wheelchair and requested that the involved driver be summoned to present his account. The Respondent also noted the trip was technically completed.

2.4 The Court questioned why the folded wheelchair could not be placed in the front or back seat, emphasising it is not hazardous. The Court also noted the Respondent's failure to submit a formal response or conduct an internal inquiry. The Court granted the Respondent 15 days to conduct a thorough inquiry and submit an Action Taken Report. The Complainant was also advised to submit any evidence of coercion or pressure from the Respondent within the same 15-day period.

2.5 The Court will decide the matter based on the written submissions of both parties.

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

(P.P. Ambashta)

Dy. Chief Commissioner for PwDs