



न्यायालय मुख्य आयुक्त

COURT OF 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 and Empowerment

भारत सरकार/ Government of India

Case No. CCPD/15800/1103/24

Dated: 28/07/2025

In the matter of:

Dr. Pratima Sasindran

...Complainant

Versus

1. The Secretary, Railway Board, New Delhi

...Respondent No.1

2. The General Manager, Western Railway

...Respondent No.2

Hearing (I):

A hearing in hybrid mode (offline/online) was conducted on **10.06.2025**. The following parties/representatives were present during the hearing:

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075;Tele# 011-20892364,
20892275

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in

(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखे)

(Please quote the above file/case number in future correspondence)



न्यायालय मुख्य आयुक्त

COURT OF 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 and Empowerment

भारत सरकार/ Government of India

Case No. CCPD/15800/1103/24

Dated: 28/07/2025

Sl.No.	Name of the Parties/Representatives	For Complainant / Respondent	Mode of Attendance
1.	Dr. Pratima Sasindran	Complainant	Online
2.	Advocate Rishit Vimadalal	Counsel for the Complainant	Online
3.	Mr. Gautam Mondal, Joint Director	On behalf of the Respondent(s)	Online
4.	Mr. Akhlaque Ahmed, CCM PS CR		Online
5.	Mr. Hemant Kumar, CSC CR		Online
6.	Mr. Hafis Mohamed, CPO		Online
7.	Mr. Rajesh Chaudhary, CPO (G) WR		Online

RECORD OF PROCEEDINGS

1. At the outset, the Court invited the Complainant to briefly present the facts of her case.
2. The Complainant reiterated her grievance, highlighting the severe challenges faced by persons with

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075;Tele# 011-20892364, 20892275

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in
(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखे)
(Please quote the above file/case number in future correspondence)



न्यायालय मुख्य आयुक्त

COURT OF 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 and Empowerment

भारत सरकार/ Government of India

Case No. CCPD/15800/1103/24

Dated: 28/07/2025

disabilities while commuting via Mumbai local trains—a primary mode of transport in the city. She specifically noted that:

- (a) Compartments reserved for persons with disabilities are routinely overcrowded with non-disabled passengers and hawkers;
- (b) Entry and exit passages are obstructed, compromising accessibility and safety;
- (c) Reserved seats are frequently occupied by non-disabled persons, denying rightful access to beneficiaries.

3. The Complainant further submitted that online complaints are often disregarded by railway authorities. She expressed concern over the absence of adequate police personnel to enforce rules and sought:

- (a) Strict enforcement of disability access provisions;
- (b) A functional, accessible complaints system;
- (c) Concrete measures to safeguard the rights and dignity of persons with disabilities;
- (d) Prevention of misuse of reserved facilities by non-disabled individuals.

4. The Respondent submitted that awareness drives and inspections are regularly undertaken. They furnished data indicating enforcement action:

- (a) **16,706 cases** penalised in 2023;
- (b) **20,404 cases** penalised in 2024;
- (c) **9,755 cases** penalised in 2025 (As on the date of hearing);

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075;Tele# 011-20892364,
20892275

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in
(पया भविष्य में पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)
(Please quote the above file/case number in future correspondence)



न्यायालय मुख्य आयुक्त

COURT OF 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 and Empowerment

भारत सरकार/ Government of India

Case No. CCPD/15800/1103/24

Dated: 28/07/2025

5. These cases involved non-disabled persons unlawfully occupying coaches reserved for persons with disabilities.

6. The Respondent further stated that:

- (a) Public sensitisation programs and special drives are ongoing;
- (b) A dedicated WhatsApp group of over 300 persons with disabilities has been formed to facilitate real-time lodging of complaints;
- (c) They are willing to share the group details with the Court and display them at various stations for wider access.

7. Having considered the submissions of both parties, the Court observes that the issue raised is persistent and systemic. The increasing number of cases recorded year after year, despite enforcement actions, clearly indicates that current deterrents are **inadequate**.

8. The Court emphasises that enforcement through fines alone is insufficient. Proactive and preventive measures must be prioritised to ensure accessibility, dignity, and safety of persons with disabilities. Accordingly, the Court recommends the following:

i. Enhanced Visibility and Identification

- Coaches reserved for persons with disabilities should be painted in a **distinctive colour** (e.g., **purple**, widely recognised as symbolic of disability rights) and marked with **clear, prominent signage**.

ii. Technological Interventions

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075; Tele# 011-20892364,
20892275

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in

(पया भविष्य में पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)

(Please quote the above file/case number in future correspondence)



न्यायालय मुख्य आयुक्त

COURT OF 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 and Empowerment

भारत सरकार/ Government of India

Case No. CCPD/15800/1103/24

Dated: 28/07/2025

- **CCTV cameras** should be installed in and around such coaches for real-time monitoring.
- A **siren-based emergency button** or alert system should be installed to allow persons with disabilities to signal misconduct or seek immediate assistance, especially when helplines are unresponsive.

iii. Preventive Enforcement and Public Education

- Printed warnings regarding penalties under **Sections 91 and 92 of the RPwD Act, 2016**, must be included on all local train tickets. Regular announcements about these criminal liabilities shall be made at the station.
- **Awareness boards and hoardings** should be displayed prominently on platforms and inside coaches.

iv. Communication Access

- The WhatsApp complaint group should be institutionalised and its details **visibly displayed** at key stations and disseminated via public announcements.

9. The Court directs the Railway Protection Force (RPF) and the Railway Board to take expeditious action and submit a **comprehensive Action Taken and Compliance Report** within **30 days** from the date of this Order. The report must detail the specific steps initiated to implement the above recommendations and demonstrate a committed approach to addressing the concerns of persons with disabilities.

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

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075;Tele# 011-20892364,
20892275

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in

(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखे)

(Please quote the above file/case number in future correspondence)



न्यायालय मुख्य आयुक्त

COURT OF 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 and Empowerment

भारत सरकार/ Government of India

Case No. CCPD/15800/1103/24

Dated: 28/07/2025

Yours faithfully,

(Praveen Prakash Ambashta)

Dy. Chief Commissioner

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075; Tele# 011-20892364,
20892275

E-mail: ccpd@nic.in; Website: www.ccdisabilities.nic.in

(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)

(Please quote the above file/case number in future correspondence)