



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.14240/1101/2023

In the matter of:

Mr. Mujtaba Mubarakali Merchant

...Complainant

Versus

The Chairman, Unique Identification Authority of India

...Respondent

Hearing (I):

1.1 A hearing in hybrid mode (offline/online) was conducted on 08.07.2025. The following parties/representatives were present during the hearing:

Sl.No.	Name of the Parties/Representatives	For Complainant / Respondent	Mode of Attendance
1.	Mr. Mujtaba Mubarakali Merchant	Complainant	Online
2.	Mr. Deepak Soni, Asstt Manager (Legal), UIDAI, RO Delhi	For Respondent	Online

2. Record of Proceedings

2.1 At the outset, the Complainant stated that due to a change of residence, he wished to update his address on the UDID portal, which is linked to the Aadhaar portal. However, he was unable to submit the correct residence address on the UDID portal.

2.2 Furthermore, the Complainant raised a grievance regarding the inaccessible CAPTCHA on the Respondent's website. As a person with 100% visual impairment, he is unable to solve the image captcha on the login page, which prevents him from logging into the Aadhaar portal and updating his personal information. Despite the Respondent's earlier assurance, the portal remains inaccessible and fails to meet WCAG compliance standards, thereby denying him equal access to this essential digital resource.

2.3 The Respondent submitted that they had implemented several accessibility features, including audio captcha, screen reader functionality, and WCAG 2.0 Level AA compliance. They also provided an STQC certificate and an accessibility report.

2.4 After hearing both parties, the Court suggests that the Department of Empowerment for Persons with Disabilities be impleaded, as the matter pertains to the UDID portal. The Complainant must report the exact technical problem and inform the Court whether it is a standard or specific issue. The Court recommends submitting the findings to the Department of Empowerment for Persons with Disabilities for review and guidance. Based on this examination, the Court will issue further recommendations to address the issue.

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

(Praveen Prakash Ambashta)
Dy. Chief Commissioner