



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/16137/1101/25

Dated: 21/08/2025

In the matter of:

Suo Motu

...Complainant

Versus

The Secretary
Ministry of Housing and Urban Affairs
Nirman Bhawan, New Delhi

...Respondent No. 1

The Chairman & Managing Director
National Buildings Construction Corporation (NBCC)
New Delhi

...Respondent No. 2

The Chairman & Managing Director
Indian Railways Construction Company Limited (IRCON)
New Delhi

...Respondent No. 3

The Chairman & Managing Director
Housing and Urban Development Corporation Limited (HUDCO)
New Delhi

...Respondent No. 4

The Chairman & Managing Director
Hindustan Construction Company (HCC)
Mumbai, Maharashtra

...Respondent No. 5

The Director General
Central Public Works Department (CPWD)
New Delhi

...Respondent No. 6

The Vice-Chairman
Delhi Development Authority (DDA)
Delhi

...Respondent No. 7

Secretary (FS)
Department of Financial Services

...Respondent No. 8

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/16137/1101/25

Dated: 21/08/2025

The Secretary
Railway Board
New Delhi

...Respondent No. 9

The Secretary
Department of Public Enterprise

...Respondent No. 10

The Secretary
Ministry of Culture

...Respondent No. 11

The Director General
National Testing Agency (NTA)
New Delhi

...Respondent No. 12

The Chairman
Airport Authority of India
New Delhi

...Respondent No. 13

The Chairman
Institute of Banking Personnel Selection (IBPS)
Mumbai

...Respondent No. 14

The Secretary
Union Public Service Commission (UPSC)
New Delhi

...Respondent No. 15

The Secretary
Staff Selection Commission (SSC HO)
New Delhi

...Respondent No. 16

The Chairman
National Highways Authority of India (NHAI)
New Delhi

...Respondent No. 17

Hearing (II):

A hearing in hybrid mode (online/offline) was conducted on **11.07.2025**. The following

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/16137/1101/25

Dated: 21/08/2025

parties/representatives were present during the hearing:

S. No.	Name and designation of the Party/Representative	Parties	Mode
1.	D.P. Sharma - JGM Admin, IRCON	For Respondent No. 3	Online
2.	Sanjay Johar - DGM (HR), HCC	For Respondent No. 5	Online
3.	Naveen Kumar - Assistant Engineer, DDA	For Respondent No. 7	Online
4.	Yash Veer Singh - Director, Ministry of Culture and Anand Madhukar - Additional Director General (ADG), Archaeological Survey of India (ASI).	For Respondent No. 11	Online
5.	Rakesh Bahri - GM (OPS), Airport Authority of India	For Respondent No. 13	Online
6.	Deputy General Manager (DGM) - Legal and Admin., IBPS	For Respondent No. 14	Online

RECORD OF PROCEEDINGS

1. At the outset, the Court informed that this case has been taken up based on the suo motu cognisance of the fact that despite lapse of considerable time after the Rights of Persons with Disabilities Act, 2016 ("the Act"), the time bound mandate for accessible and barrier free environment built environment as well as making existing infrastructure and premises accessible have not yet been fulfilled even by government agencies. The Court further informed that 36 existing cases on the subjects, the list of which is enclosed with this Record of Proceedings, have been merged with this suo motu case. The Court clarified that

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/16137/1101/25

Dated: 21/08/2025

this hearing is focused specifically on physical accessibility, while a separate proceeding is addressing digital accessibility issues. He further stated that the Rights of Persons with Disabilities Rules, 2017 ("the Rules"), include three essential elements. One of these is ensuring physical accessibility of infrastructure such as ramps, tactile paths, handrails, and accessible toilets. These are mandatory.

2. The Court recommended that all exam-conducting agencies like the National Testing Agency (NTA) must ensure that students with disabilities are accommodated on the ground floor, and that accessible toilets are available on the same floor. Even if these agencies do not have direct control over exam centres, they should sign Memorandums of Understanding (MoUs) with the private entities or regulators assisting them to ensure accessibility.

3. The Court addressed Respondent No. 7/DDA, stating that although over 90 petrol pumps are leased out by the DDA, it must still ensure that the services at those petrol pumps are accessible to persons with disabilities.

4. The Court reiterated previous directions issued to CPWD, stating that it must ensure that all infrastructures comply with the Rules.

5. The Court stated that a review of the accessibility of public buildings will be done after August 2025. Buildings owned or used by government agencies shall be taken up first. Accessibility experts and representatives from the community of PwDs shall be roped in for the assessment and report. The Court will be constrained to invoke fines as mentioned in Section 89 of the Act, on the concerned government department and any party in this case, such as the CPWD, the NBCC, the DDA, etc., as the case may be.

6. The Court noted that under Section 37(c) of the Act, the appropriate government is mandated to make schemes for 5% reservation for persons with benchmark disabilities in allotments of land at concessional rates, where the land is used for housing, businesses, recreation centres, or production centres. The Court sought a status report from the Respondent No. 7 (DDA) on compliance with this provision.

7. The Court inquired into the steps taken by Respondent No. 14 (IBPS) regarding accessibility at exam centres. Respondent No. 14 submitted that it ensures accessibility

5वीं मंजिल, एनआईएसडी भवन, प्लॉट नं०. 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/16137/1101/25

Dated: 21/08/2025

features such as lifts, handrails, and ramps and that persons with disabilities are accommodated on the first floor. It also plans to conduct inspections during exams.

8. The Court observed that accommodating candidates on the ground floor does not make a centre accessible. It is recommended that more exams be made computer-based and accessible with assistive software such as JAWS and NVDA, so that visually impaired candidates can take exams independently.

9. The Court heard from several persons with disabilities who shared their difficulties in accessing public bank buildings, including those of the State Bank of India and Canara Bank.

10. The General Manager of the SBI addressed these concerns and stated that 92% of SBI branches comply with physical accessibility standards and that lifts have been installed. He assured the Court that the remaining issues are being addressed.

11. The Court emphasized that it is important to assess whether accessibility features are actually usable and benefit persons with disabilities in practice.

12. Learned Advocate Rahul Bajaj, the Complainant in Case No. 14217/1101/2023, made the following suggestions:

(i) When building permits or completion certificates are submitted on portals like MCD/DMC, applicants should also be required to submit accessibility audit reports by certified agencies from the Department of Empowerment of Persons with Disabilities (DEPwD). This would act as a filter at the portal stage.

(ii) Section 47 (1) (f) of the RPWD Act mandates training of urban-level officials. The Ministry of Housing and Urban Affairs should clarify what steps are being taken to train and sensitise municipal officials, architects, and engineers, and how frequently such training is conducted.

13. Another Complainant, Dr. Satender Singh, raised the issue of inaccessibility in three hospitals under the Ministry of Health—Safdarjung Hospital, RML Hospital, and Lady Hardinge Medical College. He stated that these hospitals failed to submit compliance reports even after a 2013 CCPD direction. A complaint was filed with NHRC in 2016, and the Commission held

5वीं मंजिल, एनआईएसडी भवन, प्लॉट नं०. 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/16137/1101/25

Dated: 21/08/2025

that responsibility lies with the hospital's dean or principal. Yet, the hospitals have not complied with Section 45 of the RPWD Act, and their replies claim that work is still "in process." Safdarjung Hospital also stated via RTI that there was no need for a separate Equal Opportunity Policy. The SCPD Delhi had issued a public notice in 2019 directing all Delhi hospitals to submit an Equal Opportunity Policy. Only Lady Hardinge Hospital complied; the other two did not. Lady Hardinge Hospital also recently inaugurated an auditorium that is reportedly inaccessible. The complainant requested that a fine of Rs. 50,000 be imposed on each hospital for repeated violations since the 2019 SCPD Guidelines.

14. The Court recommended that an inspection team of accessibility experts and community representatives be sent to all three hospitals to assess and prepare a report. If violations are found, fines will be imposed on each hospital and the engineers and architects responsible for the inaccessible construction, the issuance of necessary clearances, the accessibility audit report and the completion certificates.

15. This is issued with the approval of the Chief Commissioner for persons with disabilities.

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)