



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/15994/1101/25

Dated: 03/11/2025

In the matter of-

Mr. Saurav Gajanan Hegde

...Complainant

Versus

The MD & CEO,

Swiggy Limited

...Respondent

1. Hearing (I): A hearing in hybrid mode (offline/online) was conducted on **11.09.2025**. The following parties/ representatives were present during the hearing:

Sl. No.	Name and Designation of the Party/Representative	Parties	Mode
1.	Saurav Ganjan Hegde	Complainant	Online
2.	Adv. Abhay Pratap Singh Respondent's Counsel	Respondent	Online

2. Record of Proceedings:

2.1 The Court apprised the Respondent's counsel of the digital accessibility standards mandated under the Rights of Persons with Disabilities Act, 2016, with reference to BIS Notification IS 17802 dated 10 May 2023 prescribing accessibility requirements for ICT products and services, and the Supreme Court judgment in *Pragya Prasun v. Union of India* (2025 SCC OnLine SC 993), which recognised digital accessibility as integral to the right to life and dignity under Article 21 of the Constitution.

2.2 The Respondent's counsel submitted that although the email notice was received, internal communication lapses prevented a timely response. He sought copies of the complaint and undertook

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5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075;Tele# 011-20892364,
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(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)
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the filing of written submissions after consulting Swiggy's IT and Compliance teams.

2.3 The Court expressed concern that Swiggy, being a major public-facing digital platform, had failed to respond to official communications and had not conducted an accessibility audit by any NAB or IAAP-certified professional, thereby undermining the rights of visually impaired users and violating statutory obligations under the RPWD Act. While the Respondent's counsel denied any intent to disregard the law and sought two weeks to file a comprehensive reply, the complainant opposed further delay, citing over eight months of inaction and continuing hardship to blind users, especially on iOS devices.

2.4 Considering the prolonged pendency and the nature of violations, the Court declined to grant two weeks. Instead, it directed Swiggy to file its report and status of corrective action within seven days from the date of this Record of Proceedings issuance, making it clear that no further extension shall be granted.

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

Yours faithfully,

(Praveen Prakash Ambashta)
Dy. Chief Commissioner

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