



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
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Case No: DNO/25/CCPD/4691

In the matter of-

Shri Manik Lal Jana

...Complainant

Versus

The General Manager, Central Railway

Email: gm@cr.railnet.gov.in

...Respondent

1. Gist of the case:

1.1 Shri Manik Lal Jana, a person with 70% Autism Spectram Disorder filed his Complaint dated 13.09.2025 regarding Denial of Travel Concession to his Child with Autism Spectrum Disorder by Indian Railways.

1.2 The Complainant submitted that the Indian Railways has rejected his 14-year-old son's application for a Railway *Divyangjan* Photo ID Card, thereby denying him the benefit of travel concession, on the ground that Autism Spectrum Disorder (ASD) is not recognized as an eligible disability.

1.3 The Complainant also submitted that such exclusion imposes considerable financial and logistical hardship on the family, as his son requires frequent travel for essential medical treatment and continuous care.

2. Notice of hearing issued to the parties:

2.1 A notice of hearing was issued to both parties vide email dated 01.12.2025, directing them to appear for the hearing in the instant case (online/offline) scheduled for 08.12.2025.

3. **Hearing:** A hearing in hybrid mode (online/offline) was conducted on 08.12.2025. The following parties/representatives were present during the hearing:

Sl. No.	Name of the Parties/Representatives	Parties	Mode
1.	Shri Manik Lal Jana	Complainant	Online
2.	Rohit kumar, Joint Director, Passenger Marketing, Railway Board	Respondent	Online

4. **Record of Proceedings:**

4.1 At the outset, Respondent submitted that the category of *intellectual disability* involves persons who cannot travel alone for any purpose and require certification by a Government doctor.

4.2 He further stated that similar representations were under examination and that the Railways require a proper, uniform format for verifying whether the disability is permanent or temporary.

4.3 Complainant stated that the required disability certificate has been obtained from a Government-approved medical authority. He expressed willingness to provide any additional documents if required.

4.4 The Respondent informed the Court that the related matter has been dealt with Delhi High Court **WP (C) No. 10882/2024**, with an order dated **13.11.2025**.

4.5 The Respondent read out the key extract of the High Court order, which states that:

The issue of inclusion of autism/intellectual disability for granting railway travel concessions is a policy decision to be taken by the Railways.

*The High Court has treated the petition as a representation and directed the Railways to take an appropriate policy decision preferably within **six months**.*

If required, the Railways shall grant a hearing to the authorized representative of the petitioner and communicate the decision through counsel.

5. Observations and Recommendations:

5.1 In view of the on-going compliance process initiated by the Railways pursuant to the High Court order in WP (C) No. 10882/2024, and since the policy formulation is currently underway, the present complaint is disposed of, with liberty to the Complainant to approach the Commission again if grievances remain after the issuance of the policy.

5.2 Accordingly, the case stands disposed of with the approval of the Commissioner for Persons with Disabilities.



(Praveen Prakash Ambashta)
Dy. Chief Commissioner

10.12.2025