



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. 13205/1102/2022

In the matter of -

Shri Rahul Bajaj

...Complainant

Versus

The Director,
Practo Technologies Pvt. Ltd. [PTPL]
3rd Floor, Salarpuria Symbiosis, Arekere,
Bannerghatta Main Road,
Bangalore-560076 (Karnataka)
Email: sid@practo.com

...Respondent

No.1

Directorate General of Health Service (DGHS),
Ministry of Health and Family Welfare,
Government of India,
Nirman Bhawan, New Delhi -110001
Email: sandhya.k@nic.in

...Respondent No.2

The Secretary,
Ministry of Information & Broadcasting,
Room No 552, A wing Shastri Bhawan,
New Delhi-110001
Email: secy.inb@nic.in

...Respondent

No.3

RECORD OF PROCEEDING

1. Hearing (VII): A hearing in hybrid mode (online/offline) was conducted on **19.12.2025**. The following parties/representatives were present during the hearing:

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SI. No.	Name and Attendees	On Behalf Of	Mode
1.	Ms. Anchal Bhatheja (Counsel for the Complainant)	Complainant	Online
2.	Mr. Jagannath Nanda (Counsel for Respondent No.1)	Respondent No.1	Online
3.	Dr. Rupali Roy Representative DGHS	Respondent No.2	Online
4.	Mr. Pawan Kumar Senior Director, NIC, Ministry of Information & Broadcasting	Respondent No.3	Online
5.	Ms. Aprajita, Joint Director, Ministry of Information & Broadcasting	Respondent No.3	Online

2. Proceedings of the hearing:

2.1 At the outset, Counsel for Respondent No. 1 made submissions regarding the steps taken towards accessibility compliance, including identification of relevant pages, redesign efforts, and engagement of an independent accessibility auditor.

2.2 The Complainant opposed the submissions and reiterated the need for a certified accessibility audit and time-bound remediation, contending that compliance remains inadequate.

2.3 The Commissioner observed that the matter has been pending for several years and clarified that the mere appearance of counsel is insufficient. The **Technical head or decision-making authority of Respondent No. 1** is required to appear and demonstrate concrete progress.

2.4 Accordingly, Respondent No. 1 is directed to ensure the appearance of its technical head/decision-making authority on the **next date of hearing i.e. 22.12.2025**, along with details of progress and audit status.

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

(Praveen Prakash Ambashta)
Dy. Chief Commissioner