



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: 13711/1103/2023

In the matter of -

Mr. Saurabh kumar ... Complainant

Versus

The Chairman, ... Respondent
Railway Board

1. Gist of the Complaint:

1.1 Mr Saurabh Kumar, a person with benchmark locomotor disability, filed his complaint dated 26.12.2022 and submitted that in the *Sampark Kranti Express* (Patna-Delhi), the coach reserved for disabled passengers is misused by general passengers with police collusion. The coach is neither accessible nor comfortable, having only four steel-pipe seats often occupied by non-disabled passengers.

1.2 Travelers with disabilities face severe inconvenience, such as not being able to access toilets, complaints raised to the helpline bring no real help; unauthorised passengers are allowed to travel by police and railway staff in lieu of some bribes, and the Ticket Examiner checks only after the journey to collect money.

1.3 The complainant mentioned calling the helpline from Kanpur station, but received no effective assistance.

2. Notice issued to the Respondent:

2.1 A notice dated 30.01.2023 was issued to the respondent to file comments in this matter within 30 days. However, despite reminders sent on 16.02.2023 and 03.03.2023, and after the expiry of the statutory

time limit, no response was received from the respondent.

3. Hearing: A hearing in hybrid mode (online/offline) was conducted on **14.05.2025**. The following parties/representatives were present during the hearing:

| Sl. No. | Name and designation of the Party/Representative | Parties | Mode |
|---------|--|-------------|--------|
| 1. | Mr. Saurabh Kumar | Complainant | Online |
| 2. | Sheba Brittas, Joint Director, Railway Board | Respondent | Online |
| 3. | Aishwarya Sachan, Director Mechanical, Railway Board | Respondent | Online |

4. Record of Proceedings:

4.1 The complainant alleged inefficiency in the facilities provided in PwD coaches on trains operating between Delhi and Patna, asserting that non-PwD passengers frequently occupy these reserved coaches without intervention and that complaints in this regard remain unaddressed. He highlighted deficiencies such as inaccessible and defective washrooms, improper ramps, and inadequate water supply, contending that there was no clarity regarding the usage of ramps.

4.2 The Court observed that the grievances raised were general and unsupported by specific instances or documentary evidence, and noted that the complainant himself did not possess a valid ticket at the time of the incident.

4.3 The Respondent stated that upon receiving the complainant's report on 16.12.2022, unauthorized passengers were removed and no further complaints were received thereafter. Respondent confirmed that uniformed personnel are not authorised to check tickets but that unauthorised passengers are regularly prosecuted under the Railways Act.

4.4 The Respondent further submitted that PwD coaches are equipped with suitable facilities, including telescopic ramps and water

refilling under the Clean Train Station Scheme, and that inspections and squad checks are conducted periodically.

4.5 The Court directed that portable wheelchair ramps and other accessibility measures be made available on all trains, emphasised the need for improved hygiene, crowd control, and monitoring in PwD coaches, and suggested the installation of CCTV cameras and the establishment of an effective reporting mechanism for addressing grievances.

4.6 The Respondent is directed to submit an Action Taken Report on the complaint within 3 months from the date of issuance of this Recommendation. The complainant was warned that travelling without a valid ticket in the future would be prohibited.

5. Accordingly, the case has been disposed of.

(S. Govindaraj)

Commissioner for Persons with Disabilities