



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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Diary No: DNO/25/CCPD/4779

In the matter of-

Mr. Danish Mahajan ...Complainant

Versus

The General Manager,
Central Railway ...Respondent

RECORD OF PROCEEDINGS

1. **Hearing:** A hearing in hybrid mode (online/offline) was conducted on 24.10.2025. The following parties/representatives were present during the hearing:

Sl. No.	Name of the Parties/Representatives	Parties	Mode
1.	Mr. Danish Mahajan	Complainant	Online
2.	Mr. Akhlaq Ahmed, Chief Commercial Manager, Passenger Services, Central Railway	Respondent	Online

2. **Proceedings of the Hearing:**

2.1 At the outset, the Complainant, informed the Court that offline concession cards for persons with disabilities are no longer being issued and that, despite a

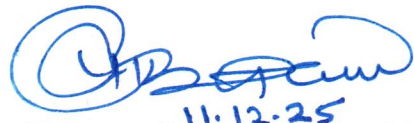
railway circular allowing UDID cards, applications are being rejected for lack of an offline card. He requested necessary portal changes and clarification.

2.2 The Court sought clarification on the role of Central Railway in addressing a system-wide issue. The Central Railway representative stated that improvements were in progress, a reply had been submitted, and the matter had been referred to the Mechanical Department and the Railway Board.

2.3 The Court noted that the issue is of public interest and has broader implications; the matter is formally admitted in view of its public-interest nature against the Secretary, Railway Board and CRIS. The Court emphasized the need to involve policy-level and implementing agencies to ensure comprehensive resolution.

2.4 Accordingly, the matter has been listed for hearing (online/offline) on 19.12.2025. The web link for the hearing will be provided 48 hours before the scheduled time.

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


11.12.25
(Praveen Prakash Ambashta)
Dy. Chief Commissioner