



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/15311/1101/24

**Dated:** 19/01/2026

**In the matter of –**

Shri Amar Jain ... Complainant

**Versus**

The Director/CEO, ... Respondent  
FSN E-Commerce Ventures Limited,  
Mumbai

**RECORD OF PROCEEDINGS**

1. **Hearing:** A hearing in hybrid mode (online/offline) was conducted on **06.01.2026**. The following parties/representatives were present during the hearing:

Sl. No.	Name and Designation of the Party/Representative	Parties	Mode
1.	Shri Rahul Bajaj (Representing Complainant)	Complainant	Online
2.	Adv. Angad Makkar (Representing Respondent)	Respondent	Online

2. **Proceedings of the hearing:**

2.1 At the outset, the Court sought clarification from the Respondent on whether its platform could be claimed as fully accessible. Learned counsel for the Respondent submitted that while the platform was accessible, it was not yet fully compliant, and that accessibility was being implemented in a phased manner with bona fide and continuous efforts to achieve full compliance with the prescribed guidelines.

2.2 Learned counsel for the Complainant submitted that certain categories of products and services on

5वीं मंजिल, एनआईएसडी भवन, प्लॉट न०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275  
5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075;Tele# 011-20892364,  
20892275

E-mail: [ccpd@nic.in](mailto:ccpd@nic.in); Website: [www.ccdisabilities.nic.in](http://www.ccdisabilities.nic.in)  
(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखे)  
(Please quote the above file/case number in future correspondence)



सत्यमेव जयते

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the respondent's platform remain inaccessible. It was further emphasized that any audit report relied upon must be conducted by an IAAP-certified or government-empanelled accessibility auditor, and must be accompanied by a clear remediation plan identifying resolved issues, pending issues (including critical ones), and definite timelines for compliance.

2.3 The Court noted no comprehensive audit report or concrete action plan demonstrating actual remediation was available on record. In response, learned counsel for the respondent sought a short period of time to submit a detailed written response, including the audit report and a committed remediation timeline, assuring strict adherence to the same.

2.4 In view of the above, the Court directed the Respondent to file a detailed specific, and concrete, written response prior to the next hearing, enclosing the audit report from a certified accessibility auditor and a structured remediation plan with specific timelines for full compliance.

2.5 The matter was adjourned and listed on 23.01.2026. The web link and exact timing of the hearing will be shared with the parties through email 24-48 hours before the scheduled hearing.

3. 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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