



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

5वाँ तल, एन.आई.एस.डी. भवन, जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष : (011) 20892364
 5th Floor, N.I.S.D. Bhawan, G-2, Sector-10, Dwarka, New Delhi-110075; Tel.: (011) 20892364
 Email: ccpd@nic.in; Website: www.ccpd.nic.in

Case No. 14543/1101/2023

In the matter of-

Shri Sarbeswar Nayak

...Complainant

Versus

The Secretary,
 Railway Board,
 Rail Bhawan, Rafi Marg,
 New Delhi

...Respondent No. 1

Sr. Divisional Commercial Manager,
 East Coast Railways,
 Khurda Road Division,
 Jatani, Khurda

...Respondent No. 2

1. Gist of the case:

1.1 Sh. Sarbeswar Nayak, a person with permanent visual disability, filed a complaint dated 09.10.2023, stating that he applied for a Railway Photo ID card for disabled persons on 04.05.2023. The card No. EOKUR0005134 was issued on 07.08.2023 with a validity of five years (till 06.08.2028).

1.2 As per the Indian Railways guidelines, persons above 35 years with permanent disabilities should receive a lifetime (up to 99 years) validity card. Despite being eligible, he was issued a card valid only for five years, causing mental distress and confusion about the reason for the reduced validity.

2. Notice issued to Respondent:

2 . 1 A Notice dated 16.10.2023 was issued to the Respondents for forwarding their comments within 30 days to this Court u/s 75 & 77 of the Rights of Persons with Disabilities Act, 2016 (hereinafter referred to as "the Act"). Final reminder dated 22.11.2023 also issued to Respondents.

3. Response from the respondent:

3.1 Respondents No. 1 and 2 jointly filed their reply dated 09.11.2023 and submitted that the complainant applied for a photo ID card for booking railway tickets as a person with disability on 04.05.2023, and it was issued on 07.08.2023. As per Railway Board rules and Circular No. 64/2017, the validity of the photo ID card is the same as that of the concession certificate.

3.2 For persons with total visual impairment, the concession certificate and, therefore, the ID card are valid for five years from the date of issue. Accordingly, the complainant's claim regarding incorrect validity is unfounded and liable to be dismissed.

4. Submission made by Complainant:

4.1 The Complainant filed a rejoinder on 11.11.2023 and agrees that East Coast Railways issued a valid photo ID (No. EOKUR0005134, valid from 07/08/2023 to 06/08/2028) but argues that, under Section 3 of the *Rights of Persons with Disabilities Act, 2016*, limiting the ID validity to five years is discriminatory.

4.2 While orthopedically handicapped persons above 35 with permanent disability receive lifetime IDs, other categories do not. Being 42 years old, 100% visually impaired, and permanently disabled, the complainant requests lifetime validity for the ID to avoid renewal difficulties and seeks a valid reason if the request is denied.

5. Hearing:

5.1 A hearing in hybrid mode was conducted on **10.11.2025**, wherein the following parties/representatives were present:

Sl.	Name and Designation of	On Behalf of	Mode
------------	--------------------------------	---------------------	-------------

No.	the Attendees		
1.	Shri Sarbeswar Nayak	Complainant	Online
2.	Sh. Anil Kumar, Sr. DCM, East Coast Railway	Respondent No.1	Online

6. Proceedings during hearing:

6.1 The Complainant submitted that a Unique Disability ID (UDID) is issued through a standardised medical and governmental process. Despite possessing the UDID and eligibility, the complainant was repeatedly required to reapply and faced procedural difficulties. There is a lack of clarity and uniform acceptance of UDID for the issuance of railway concession certificates.

6.2 The Respondent No.2 acknowledged that earlier guidelines provided limited-period validity for concession certificates. A new circular dated 22 January 2025 has been issued by the Railway Board. As per the said circular, persons with 100% visual disability and age above 35 years are entitled to lifetime validity of the railway concession certificate.

6.3 The Respondent clarified that the process is now online, and the concession card will be issued after the online application and verification. The complainant is eligible for a lifetime concession, subject to completion of the prescribed procedure.

6.4 The Court observed that the complainant falls squarely within the eligibility criteria under the revised policy. The issue raised is procedural in nature and relates to implementation and awareness, not denial of entitlement. The relevant circular was read out and placed on record during the hearing.

6.5 The Court noted that similar representations have already been forwarded to the Railway Board. The grievance stands substantially addressed in light of the new policy.

7. Recommendations:

7.1 The Railway Administration is recommended/suggested the following :

- a) Strictly implement the Railway Board circular dated 22 January 2025 in letter and spirit and ensure that persons with 100% visual disability and age above 35 years are granted lifetime validity concession certificates without unnecessary procedural hurdles.
- b) The Unique Disability ID (UDID) should be accepted as a primary and sufficient document for verification of disability. Not subjected to repeated or redundant medical certification unless expressly mandated by law.
- c) The online application process should be made accessible and user-friendly for persons with visual disabilities. The same should be supported by facilitation mechanisms at railway offices for applicants facing accessibility barriers.
- d) Clear instructions and awareness circulars should be issued to all divisional and zonal railway offices to prevent inconsistent interpretation of eligibility criteria.
- e) The Complainant, upon expiry of the existing certificate, should be issued a permanent lifetime concession certificate without delay, as already acknowledged.
- f) Periodic monitoring and compliance reporting may be undertaken to ensure that similarly placed persons are not compelled to approach judicial or quasi-judicial forums for enforcement of settled rights.

7.2 The Respondent shall submit an Action Taken Report (ATR) including reasons for non-acceptance of any of the above recommendations, within 90 days as per Section 76 of the RPwD Act, 2016. Failure to do so may compel this Court to initiate action as per Sections 78, 89, and 93 of the Act.

8. Accordingly, the case is disposed of.

(S. Govindaraj)
Commissioner for Persons with Disabilities